



8 February 2017

By email to: [request-381409-0b5df726@whatdotheyknow.com](mailto:request-381409-0b5df726@whatdotheyknow.com)

Dear Julie Hatchard

I refer to your Freedom of Information request received on 12 January 2017 about IT information.

I can confirm that the University holds most of the information requested, and is releasing most to you as set out below. Where information is “not held”, this is in terms of section 17 of the Freedom of Information (Scotland) Act 2002, and is set out below.

Your enquiry and the University’s response.

[Please see appendix.](#)

This concludes the University’s response.

Your right to seek a review of how your information request was managed

If you are not satisfied with our response or our reasoning set-out above, you have 40 working days in which to require a review of our decision. Any such request should be put in writing and should be sent to the University Secretary, Abertay University, at the address provided below. The request should:

- (a) detail your request for a review of our decision to be undertaken
- (b) describe the nature of your original request
- (c) explain the reasons why you are dissatisfied with our response

University Secretary  
Abertay University  
Bell Street  
Dundee  
DD1 1HD  
Tel (01382) 308016

E-mail: [S.Stewart@abertay.ac.uk](mailto:S.Stewart@abertay.ac.uk)

If you remain dissatisfied with how your request for information has been dealt with, you also have the right, in terms of section 47 of FOISA and within 6 months, to apply to the Scottish Information Commissioner for a decision as to whether we have handled your request properly.

Information relating to your right to seek review is available from the Scottish Information Commissioner's website:

<http://www.itspublicknowledge.info>

or by contacting the Scottish Information Commissioner's Office at the following address:

Scottish Information Commissioner,  
Kinburn Castle,  
Doubledykes Road, St Andrews,  
Fife KY16 9DS

Telephone: 01334 464610

Fax: 01334 464611

E-mail: <mailto:enquiries@itspublicknowledge.info>

Website: <http://www.itspublicknowledge.info>

Or via the SIC's online appeals service

<http://www.itspublicknowledge.info/YourRights/Unhappywiththeresponse/AppealingtoCommissioner.aspx>

If you are unhappy with the Commissioner's decision, you also have the right to appeal further to the Court of Session, on a point of law only, under section 56 of FOISA. Please refer to the Commissioner's website (details above) for further information about your right of appeal to the Court of Session.

Yours sincerely,

*FOI Processing*

Academic Registry  
Abertay University

Abertay University is a registered Scottish charity, no. SC016040

Appendix

Under the Freedom of Information Act 2000 I seek the following information about the organisations information technology team and infrastructure equipment:

1. What is your annual IT Infrastructure Budget for 2016, 2017 & 2018?

2016 – c£170K; 2017 and 2018 to be confirmed.

2. What storage vendor(s) and model do you currently use?

NetApp – [fas2240 & fas3220]

3. When was the installation date of above storage vendor(s)? (Month/year) 4. When is your planned (or estimated) storage refresh date? (Month/year) 5. What is your estimated budget for the refresh?

April 2013.

6. What is the capacity of the storage data in TB?

120TB.

7. The total number of IT staff employed by the organization:

23.

8. Please list and provide contact details for the IT senior management team including CIO, IT Director and Infrastructure Architects if applicable:

As this is a small University, it does not have posts corresponding with all those which you have specified.

Information about the Director of Information Services is available at:

<http://www.abertay.ac.uk/discover/the-university/governance-and-management/freedom-of-information/geninfo/>

Information about the University's senior managers is available at:

<http://www.abertay.ac.uk/discover/the-university/governance-and-management/managementandstructure/>

Contact details for Information Services are available (under the "Other departments" drop down menu option) at:

<http://www.abertay.ac.uk/discover/the-university/contact-us/>

Where information is 'otherwise accessible' as explained above, it is exempt from being provided in response to an information request, under subsections 25(1) and 25(3) of the Freedom of Information (Scotland) Act 2002.

Personal details of staff (other than those already published as explained above) are exempt from being provided in response to an information request, under the exemption for personal data in section 38(1)(b) of the Freedom of Information (Scotland) Act 2002.

9. Please confirm if you are utilising desktop virtualisation technologies and if so how many users do you provide services for?

Not applicable.

10. What backup software do you use?

NetApp SnapShots and Backup Exec.

11. How much data do you backup in TB?

73TB

12. Number of servers?

222

13. What operating system(s) do you use?

Linux [CENTOS, DEBIAN, ORACLELINUX, RHEL, Suse, Ubuntu]  
Apple OSX  
VMware [ESXi]  
Windows [W2K12, W2K8R2]

14. Number of virtualised servers?

185

15. What percentage of your environment is virtualised?

Approx. 80%

16. If you outsource your IT works, please provide who it is with and when the contract started and ends.

All IT works are insourced.

17. Please also name all of the IT re-sellers that you work with and buy from, as well as the frameworks that you use for the release of any tenders etc.

Q Associates  
Pervasive Networks  
Capita IT Services Ltd  
Virgin Media  
Phoenix Software Ltd  
Network First  
The Network People  
SEC-1  
Softcat  
Insight

All IT is purchased through Procurement Contracts Scotland and APUC approved frameworks.

For more information please visit:

<http://www.abertay.ac.uk/discover/the-university/governance-and-management/freedom-of-information/procurement/>

18. Please also approximate the time spent managing your IT systems, specifically storage, per week in the unit of man hours. Also approximate the amount of time taken carving out LUNs and/or Volumes.

This information is not readily available, and to provide it would exceed the excessive cost limits in section 12 of the Freedom of Information (Scotland) Act 2002.

19. Please list any and all pain points that the IT teams, and organisation as a whole, experience with regard to the storage and usage of the virtualised workloads.

The Freedom of Information (Scotland) Act 2002 applies to information held by the University; there is no requirement to answer questions which ask for an opinion or view.

20. How is your storage connected, i.e. via Fibre Channel, Ethernet (NFS or iSCSI). If your storage is currently connected via Fibre Channel, do you have access to 10 GB Ethernet, or 1 GB ethernet, and if so, please declare which.

FCoE/10GB Ethernet

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