



Julie Hatchard

By email: [request-382667-12b528d8@whatdotheyknow.com](mailto:request-382667-12b528d8@whatdotheyknow.com)

13 February 2017

Your FOI request ref FOI007-0178

Dear Ms Hatchard

Thank you for your email of 17 January 2017, in which you have requested information in relation to the Big Lottery Fund (“the Fund”) IT team and infrastructure equipment. We have handled your request under the provisions of the Freedom of Information Act 2000 (“FOIA”).

I have restated your request along with our response below:

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

You advised on the 1 February 2017 that this aspect of your request is for our budget on IT physical infrastructure.

Our budget for 2016- 2017 was £933,379 and projected budget for 2017 - 2018 is £1,045,203. We are yet to plan our budget for 2018-2019, therefore we do not hold this information.

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

We use NetApp FAS 3210

*3. When was the installation date of above storage vendor(s)?*

July 2011

*4. When is your planned (or estimated) storage refresh date?*

2017/18

*5. What is your estimated budget for the refresh?*

I can confirm that we do not hold this information

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Chief Executive  
Dawn Austwick

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

60TB SAN storage

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

53 fte

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

Our IT Director is Beth Lawton, telephone number 0345 4 10 20 30, email ITDirector@biglotteryfund.org.uk

Whilst you are entitled to receive the information we have provided you under the FOIA, you do not have permission or the consent to re-use it for marketing or commercial gain. However, should you choose to contact the individual listed above for marketing or commercial gain without their consent you may find yourself in breach of the Data Protection Act 1998 ("DPA").

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

I can confirm that we do not utilise desktop virtualisation technologies for our user estate.

10. *What backup software do you use?*

Netbackup and Backup Exec.

11. *How much data do you back up in TB?*

31TB

12. *Number of servers?*

49

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

Window Server

14. *Number of virtual servers?*

224

15. *What percentage of your environment is virtualised?*

80%



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

Computacenter. The current contract expired on 9 May 2017.

*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.*

You advised on the 1 February 2017 that this aspect of your request is for details of the IT re-sellers we have used since 1 April 2016 to support our IT physical infrastructure.

The re-sellers are Alternative Networks, N G Bailey, Exponential-E, MCSA, Haptic Networks, Park Place Technologies Computer-Computer Ltd, Computacenter, Datacenter UK, Comtec, Aircare, Fire Technical Services, Aspect Fire Solutions, Linnet Technology, Shenton Group, Softcat, Videonations, Videocentric, CDW, Bluefort.

The frameworks are Crown Commercial Services RM1054, RM1058, RM3733, G-Cloud 6 and G-Cloud 7.

*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*

I can confirm that we cannot provide an estimate and therefore do not hold this information.

*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.*

Limited capacity and performance due to the age of solution.

*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.*

Fibre Channel, NFS, iSCSI. 10GB Ethernet SAN connectivity only.

If you have any further queries regarding the FOIA please contact me at the address below. Your reference is: **FOI006-0178**. It would be helpful if you could quote this reference in any future correspondence.

If you are not satisfied with the way in which the Fund has dealt with your request, you have a right to request a review of our decision. If this is the case, contact me within two months and I will arrange for an internal review.

If you are not content with the outcome of the internal review, you have the right to apply directly to the Information Commissioner for a decision. The Information Commissioner can be contacted at:



Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire SK9 5AF

Yours sincerely,

Information Request team  
Big Lottery Fund

Email: [freedomofinformation@biglotteryfund.org.uk](mailto:freedomofinformation@biglotteryfund.org.uk)