



Strategy and Challenge

Ms Julie Cornish
What Do They Know? Website

The Information Management Service
Shire Hall
Westgate Street
GLOUCESTER
GL1 2TG

Please ask for Gareth Heward
Email xxxxxxxxxxxxxxxx@xxxxxxxxxxxxxxxx.xxx.xx
Our ref: 5093267

Telephone 01452 324000

Date: 16 March 2017

Dear Ms Cornish

I am pleased to provide a response to your request for information, received on 20 February 2017:

- 1. What is your annual IT Infrastructure Budget for 2016, 2017 & 2018?**
 - 2016 - £3,653,923; 2017 – £3,474,000; 2018 - £250,000
- 2. What storage vendor(s) and model do you currently use?**
 - HP 3PAR and NetApp
- 3. When was the installation date of above storage vendor(s)? (Month/year)**
 - 2015-16 and prior to 2014 retrospectively
- 4. When is your planned (or estimated) storage refresh date? (Month/year)**
 - 2017-18
- 5. What is your estimated budget for the refresh?**
 - Budget has not been agreed but is part of a total £300k proposed bid
- 6. What is the capacity of the storage data in TB?**
 - >100TB
- 7. The total number of IT staff employed by the organization:**
 - There are 34 ICT staff directly employed (i.e. excluding those employed by Steria). This excludes staff engaged on casual/ temporary contracts.
- 8. Please list and provide contact details for the IT senior management team including CIO, IT Director and Infrastructure Architects if applicable:**
 - I am unable to provide names for the structure of our ICT department, but any correspondence that you may wish to send can be sent to xxxxxxxx@xxxxxxxxxxxxxxxx.xxx.xx

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

- Yes; 4021 users

10. What backup software do you use?

- Netbackup

11. How much data do you backup in TB?

- >100TB

12. Number of servers?

- 178

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

- VMWare, Oracle VM, Windows, Linux, Solaris

14. Number of virtualised servers?

- 588

15. What percentage of your environment is virtualised?

- 35%

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

- SopraSteria, Contract start is April 2014 and contract end in March 2019

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.

- We use Procontract to obtain quotes and issue tenders. Over £75k we use CSS framework RM3733. Re-Sellers are identified in answers for Q10 and Q13.

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.

- These are managed by our outsourced provider.

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.

- These are managed by our outsourced provider.

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.

- NFS, iSCSI & Fibre Channel – 10Gbps Ethernet.

Gloucestershire County Council has not withheld any information in relation to this request under the exemptions of the Freedom of Information Act 2000 (FoIA).

If you are unhappy with my response, you can complain or ask for a review of your request by writing to us within 40 working days of receiving this response. The full

procedure is on our website at <http://www.gloucestershire.gov.uk/foi>. This should be addressed to:

Shire Hall, Westgate Street, Gloucester. GL1 2TG
xxxxxxxxxxxxxxxx@xxxxxxxxxxxxxxxx.xxx.xx

We would like to hear your views on our service. If you'd like to tell us how we did, you can complete our feedback form online at <http://www.gloucestershire.gov.uk/foifedback>

I will now close your request as of this date.

Yours sincerely

Gareth Heward
Information Officer