



Our Reference: FOI000814

**BY EMAIL ONLY**

29 March 2017

Dear Ms Cornish

**Request for Information**

Thank you for your email dated 6 March 2017 requesting information on the HCA's Information Technology arrangements. For ease of reference we have answered each of your questions below:

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

The current annual IT infrastructure budget is £400k.

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

The storage vendor currently used is HP StoreVirtual.

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

The dates of installation varying over the period of 2010 to 2016.

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

The HCA has a continual refresh depending on age of equipment.

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

HCA does not have a specific budget for just storage.

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

The capacity of the storage is approx. 25TB.

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

There are currently 34 members of staff in the IT team.

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

Please address all communication to Head of Digital Services, St George's House, Team Valley, Gateshead NE110NA or by email to [mail@homesandcommunities.co.uk](mailto:mail@homesandcommunities.co.uk).

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

HCA does utilise desktop virtualisation technologies and there are approx. 300 users.

**10. What backup software do you use?**

The backup software used is Arcserve UDP.

**11. How much data do you backup in TB?**

The backup data is approximately 20TB.

**12. Number of servers?**

HCA has approx. 250 servers.

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

MS Windows Server is primarily used for this service.

**14. Number of virtualised servers?**

HCA has approx. 200 virtualised servers.

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

Approx. 80% is virtualised.

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

We do not outsource this function.

**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.**

HCA procures through gcloud and use a range of resellers.

**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.**

Approximately 1 hour per week is taken managing storage and approximately 2 min to create LUN.

**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.**

There are currently no pain points with storage or virtualised workloads

**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**

HCA's storage is connected via 10GbE iSCSI.

If you have any questions regarding this response or any further queries you can contact us at the following addresses and quote your unique reference number found at the top of this letter:

**Email:** [mail@homesandcommunities.co.uk](mailto:mail@homesandcommunities.co.uk)

**Mail:** Information Access Officer  
Homes and Communities Agency  
Fry Building  
2 Marsham Street  
London  
SW1P 4DF

If you are unhappy with the way Homes and Communities Agency has handled your request you may ask for an internal review. You should contact

Head of Legal Services  
Homes and Communities Agency  
Fry Building  
2 Marsham Street  
London  
SW1P 4DF

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

Homes and Communities Agency  
Fry Building, 2 Marsham Street, London, SW1P 4DF

0300 1234 500  
[homesandcommunities.co.uk](http://homesandcommunities.co.uk)

SK9 5AF

Online: <https://ico.org.uk/concerns/getting/>

Yours sincerely

Naomi McMaster  
Information Access Officer  
Homes and Communities Agency