

Ms. Julie Hatchard

16 March 2017
Ref: 7165697

Dear Ms. Hatchard

Freedom of Information Act 2000

This request is being handled under the Freedom of Information Act 2000.

I am writing to inform you that we have searched our records and some of the information you requested is not held by Brent Council. We do not have a budget specific to infrastructure; our IT budget covers all aspects of support we provide, and we do not apportion staff time to different areas to allow us to calculate cost related specifically to infrastructure. We do not hold estimates for an infrastructure refresh as there are no such plans in place at the moment; we do not calculate time spent on specific areas to the level suggested, ie time spent on managing storage.

I have detailed below the information that is held.

1. What is your annual IT Infrastructure Budget for 2016, 2017 & 2018?
We do not have a specific IT Infrastructure budget. The IT budget for 15/16, 16/17 and 17/18 is £5.8m, £3.9m, £3.4m respectively.
2. What storage vendor(s) and model do you currently use?
Dell Compellent
3. When was the installation date of above storage vendor(s)? (Month/year)
May 2015
4. When is your planned (or estimated) storage refresh date? (Month/year)
We do not have a planned refresh date; we have a maintenance contract to 5/2020 but we anticipate the usable life of the equipment to be closer to 7 years
5. What is your estimated budget for the refresh?
None - no refresh plans
6. What is the capacity of the storage data in TB?
250TB
7. The total number of IT staff employed by the organization:
77
8. Please list and provide contact details for the IT senior management team including CIO, IT Director and Infrastructure Architects if applicable:
CIO - xxxxx.xxxxxxx@xxxxx.xxx.xx
Head of Digital Services - xxxx.xxxxxxxxxx@xxxxx.xxx.xx
Architect - xxxxx.xxxxxxx@xxxxx.xxx.xx
9. Please confirm if you are utilising desktop virtualisation technologies and if so how many users do you provide services for?

We have close approximately 2,500 users working on an RDSH environment with Quest vWorkspace as the broker.

10. What backup software do you use?

Commvault

11. How much data do you backup in TB?

60TB

12. Number of servers?

59 (physical, including virtualisation hosts)

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

Windows Server primarily, some Linux and Solaris

14. Number of virtualised servers?

349

15. What percentage of your environment is virtualised?

approx 98%

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

N/A

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 CCS frameworks. Our current infrastructure was procured though a competition on RM1054 that was awarded to Software Box Ltd.

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.

Not known

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.

No real pain points

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. We have access to 10GB ethernet.

If you are dissatisfied with the handling of your request, you have the right to ask for an internal review. Internal review requests should be submitted within two months of the date of receipt of the response to your original letter and should be addressed to:

Brent Civic Centre

Engineers Way

Wembley HA9 0FJ

xxxxx.xxx@xxxx.xxxxxxxxxx.xxx

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:

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

Phone: 0303 123 1113

Website: www.ico.gov.uk

I will now close your request as of this date.

Yours sincerely

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