



**Chief Executive & Corporate Resources**

Ms Julie Cornish

**Sent via email to:**

request-404498-  
fed38700@whatdotheyknow.com

Date: 16 June 2017  
Our Ref: FIDP/009093-17  
Enquiries to: Customer Relations  
Tel: (01454) 868009  
Email: [FOI@southglos.gov.uk](mailto:FOI@southglos.gov.uk)

Dear Ms Cornish

**RE: FREEDOM OF INFORMATION ACT REQUEST**

Thank you for your request for information received on 03 May 2017. Further to our acknowledgement of 08 May 2017, I am writing to provide the Council's response to your enquiry. This is provided at the end of this letter.

I trust that your questions have been satisfactorily answered. If you have any questions about this response then please contact me again via [FOI@southglos.gov.uk](mailto:FOI@southglos.gov.uk) or at the address below.

If you are not happy with this response you have the right to request an internal review by emailing [FOI@southglos.gov.uk](mailto:FOI@southglos.gov.uk). Please quote the reference number above when contacting the Council again.

If you remain dissatisfied with the outcome of the internal review you may apply directly to the Information Commissioner's Office (ICO). The ICO can be contacted at: The Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF or via their website at [www.ico.org.uk](http://www.ico.org.uk)

Yours sincerely

**Susan Morgan**  
**PA to Head of ICT**

cc CECR – Freedom of Information

|                                       |   |
|---------------------------------------|---|
| FOI request reference: FIDP/009093-17 | Request Title: IT team and infrastructure equipment |
| Date received: 04.05.2017             | Service areas: Business                             |
| Date responded: 16 June 2017          |   |

| FOI Request Questions   | Responses   |
|---|---|
| <i>Under the Freedom of Information Act 2000 I seek the following information about the organisations information technology team and infrastructure equipment:</i> |   |
| 1. What is your annual IT Infrastructure Budget for 2016, 2017 & 2018?  | We have an annual capital budget of £250,000 for replacement of infrastructure for each of the years.   |
| 2. What storage vendor(s) and model do you currently use?   | Nimble CS300 , Netapp, HP P2000   |
| 3. When was the installation date of above storage vendor(s)?<br>(Month/year)   | September 2015 onwards  |
| 4. When is your planned (or estimated) storage refresh date?<br>(Month/year)  | 2021  |
| 5. What is your estimated budget for the refresh?   | Not Allocated   |
| 6. What is the capacity of the storage data in TB?  | 200TB   |
| 7. The total number of IT staff employed by the organization:   | 42  |
| 8. Please list and provide contact details for the IT senior management team including CIO, IT Director and Infrastructure Architects if applicable:                | Head of ICT – Stephen Lewis, <a href="mailto:stephen.lewis@southglos.gov.uk">stephen.lewis@southglos.gov.uk</a> , 01454 865070<br>Service Design & Transition Manager<br>Applications and Database Manager<br>Datacentre Services Manager<br>Service Desk Operations Manager<br>Service Delivery & Compliance Manager |

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|--|--|
|  | Other contact details exempt under S40 of the act.   |
| <i>9. Please confirm if you are utilising desktop virtualisation technologies and if so how many users do you provide services for?</i>  | NA   |
| <i>10. What backup software do you use?</i>  | Backup Exec 15   |
| <i>11. How much data do you backup in TB?</i>  | 500TB including multiple copies  |
| <i>12. Number of servers?</i>  | 5  |
| <i>13. What operating system(s) do you use?</i>  | Windows 2003 - 2016  |
| <i>14. Number of virtualised servers?</i>  | 500  |
| <i>15. What percentage of your environment is virtualised?</i>   | 90%  |
| <i>16. If you outsource your IT works, please provide who it is with and when the contract started and ends..</i>  | n/a  |
| <i>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.</i>   | Please follow link – selling to the Council<br><a href="http://www.southglos.gov.uk//documents/Selling-to-the-Council.pdf">http://www.southglos.gov.uk//documents/Selling-to-the-Council.pdf</a> |
| <i>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>                              | Less than 1 hour.  |
| <i>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.</i>   | None identified  |
| <i>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</i> | Fibre Channel<br>10 GB and 1GB ethernet  |

David Perry, Director of Corporate Resources  
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