



West Lothian
Council

IT Services

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Contact :
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06th March 2014

Dear Adam Campbell

**Freedom of Information
Reference No. 101004146000**

I refer to the above and thank you for your E-mail of 24/02/2014. You have requested details relating to PCs and operating systems. As your original enquiry was in electronic form, I am responding in the same media.

QUESTION 1: *"A list of the models of the physical servers, storage devices, tape libraries, network switches and routers under support contracts"*

ANSWER 1:

The information you requested regarding vendor is refused under section 30(c). I consider that the disclosure of this information is likely to substantially prejudice the effective conduct of public affairs. If this information was disclosed then it may enable the council's information network to be breached, thus affecting the security of the council's information. The council requires to be satisfied and confident that its network is secure to enable the free flow of information, advice and guidance to and from officers, elected members and clients. Clients making use of services provided on this network require to be assured that the information they are accessing or creating is secure and is protected.

I also require to have regard to the public interest test in section 2 of the Act. There is a presumption in favour of disclosure and the free provision of information. However, I consider that to reveal this information is likely to enable the council's network to be breached as stated above and in my view, the public interest in withholding the information outweighs the public interest in disclosure.

Whilst we cannot provide the model details, we can advise you of the manufacturers.

Most IT equipment is under manufacturer warranty and not on support contract except:

Network Switching Models:

Cisco
Avaya

Server and Tape Libraries Hardware Models:

Dell
Sun.

QUESTION 2: *"The cost and duration of said contracts, with start and end dates and service level associated with the equipment."*

ANSWER 2:

Network Switches:

The Provista contract was awarded in January 2014 for a 5 year duration until January 2019. The initial contract value was £43,918.00. The contract is a 24x7 4 hour fix for the core switches. All other equipment is on warranty replacement only basis.

Servers and Tape Libraries:

Dell – Support start dates range from 21/01/09 – 11/11/2013 and end dates range from 20/01/14 - 11/11/18. All are 5 year contracts with 4 Hr Mission Critical at a total cost of £5281.00

Sun – Support start dates range from 01/08/09 – 01/04/11 and end dates range from 01/08/14 - 01/10/2014 and is provided by Esteem (Oracle Premier Support).

ORACLE Premier Support is 4 hour on site 8 – 8 M-F and 24/7 telephone support. Support costs were incorporated into purchase price.

QUESTION 3: *"Could you also supply the names of the suppliers of aforementioned support services, the dates the contracts expire?"*

ANSWER 3:

Network Switches – Provista

Servers and Tape Libraries – Esteem & Dell

For expiry dates please see response to question 2.

QUESTION 4: *"I the name of the person / persons within your organisation who are responsible for the maintenance support contracts."*

ANSWER 4: Jennifer Milne, IT Manager

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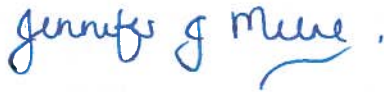
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You may, within a further six months, if you are dissatisfied with the outcome or with the Council's failure to review its actions and decisions in relation to this response, apply in writing to the Scottish Information Commissioner, Kinburn Castle, Doubledykes Road, St Andrews, Fife, KY16 9DS (01334 464610; email enquiries@itspublicknoweldge.info) requesting her decision in this matter.

Yours Sincerely

A handwritten signature in blue ink that reads "jennifer g milne".

Jennifer Milne
IT Manager

In accordance with our Corporate Policy you may be contacted shortly to obtain your views on how we handled your request.