Andrew Mercer

Corporate Services - Information Services Strategy
Westminster City Council

By email

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Our ref: 7078033   **Your ref:**   **Date:** 6 April 2018

Dear Mr Mercer

Freedom of Information Act 2000

Thank you for your recent request which was submitted to Westminster City Council under the Freedom of Information Act 2000. Please find the council's response to your questions below.

1. What is your annual IT Budget for 2018 & 2019?

Please be advised that this has not yet been finalised.

As a result, and for the purposes of section 1 (4) of the Act this information is not held and the council is therefore unable to provide it.

2. Do you outsource your ICT Function and if so to which vendor(s)?

BT

(questions below are answered in respect of Council-owned kit)

Storage Related

1. What storage vendor(s) and models do you currently use?

The council does not own storage – it is BT owned, or the Cloud

2. What is the raw capacity of the storage data in TB & how much of this is utilised?

N/A

3. What were the installation dates of the above storage vendor(s)? (Month/Year)

N/A

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

N/A

5. Do you have any extended warranties, if so, with which supplier?

N/A

6. What is your estimated budget for the storage refresh?

N/A

Server Related

1. What server vendor(s) and models do you currently use?

HP and IBM – discontinued models

2. How many physical and how many virtual servers do you have?

10 Physical

3. What hyper-visor(s) do you currently use?

N/A

4. What were the installation dates of the above server vendor(s)? (Month/Year)

For the purposes of section 1 (4) of the Act this information is not held and the council is therefore unable to provide it.

5. When is your planned (or estimated) server refresh date? (Month/Year)

N/A – existing servers will be decomissioned and replaced with cloud solutions

6. What is your estimated budget for the server refresh?

N/A – no server refresh budgets exist

7. Do you have any extended warranties, if so, with which supplier?

N/A

8. Which operating systems are used?

The 10 remaining servers run a combination of Windows Oss, primarily Server 2003

9. Do you use VDI?

No

10. Which vendor(s) do you use for VDI? (Citrix, VMware, Microsoft)

N/A

Network & Security Related

1. What network vendor(s) and models do you currently use?

Cisco we use a range of switches but primarily 2960X on edge and 4500X at the core

2. What are the quantities of the Edge, Core and MP used in your network?

100 Edge and 6 Core (we are unclear what you mean by MP)

3. What network architecture is currently used?

The Network is an MPLS Architecture, primarily single point to most of our locations, although we do have some large sites with dual connection.

4. What security solutions are being utilised?

This information will not be provided.

This is because the information relates to the security of the council's network.

Please be advised that the council holds a large amount of personal data on its networks in relation to its residents, customers, clients, staff etc.

Under Principle 7 of the Data Protection Act 1998 a company must take organisational and technical steps to protect the data it holds against accidental loss or destruction, or damage. As a result the council considers that the exemption at section 44 of the Freedom of Information Act 2000 applies in this

case, prohibition on disclosure. This is because disclosure would be contraire to the above requirement of the DPA.

This is an absolute exemption and not subject to the public interest test.

Additionally, the council considers disclosure of the information to the world at large, such as in response in to a Freedom of Information request, would render the networks vulnerable to attack by any person. This would cause disruption to the operations of the council, and carry costs in terms of the financial and resourcing implications in responding to any such attack, as well as reputational harm.

As a result it is considered that disclosure would be likely to prejudice the council's commercial interests, and therefore the exemption at section 43(2) of the Act is also engaged.

As this is a qualified exemption the council has considered the public interest in disclosure. It is acknowledged that there is an inherent interest in the council's security arrangements and the management of them. However, the council considers the public interest would be better served in maintaining the exemption. This is because the council must seek to protect the data of the individuals it holds. Further, any lack of adherence to the Data Protection Act 1998 may result in a Civil Monetary Penalty, and/or responding to any attack on the network, which would be at a cost to the public purse.

As a result, and under section 17 of the Act, this response constitutes a refusal notice in respect of the requested information.

5. What were the installation dates of the above network vendor(s)? (Month/Year)

The MPLS Network was installed in 2011/12 , though we continued to utilise both edge and core Switches that had been purchased previously from Cisco where they were in support. Since then primarily over the period since 2015 we have refreshed our entire estate of Cisco Switches

6. When is your planned (or estimated) Network refresh date? (Month/Year)?

We are currently in the early stage of consideration of replacing if applicable our MPLS Network, any actual change is likely to be effective from 2020 onwards. As part of that architectural change we would look to continue with use of existing equipment, notably edge switches where still in support.

7. What is your estimated budget for the Network refresh?

We have a rolling Programme of Network refresh, any consideration for an architectural change (for example to SDWAN), would include budget assessment.

8. What WI-FI vendor(s) and models to you currently use?

Cisco a mix of 2600 and 2700 AP's

9. What were the installation dates of the above WI-FI vendor(s)? (Month/Year)

The 2600 units were mainly deployed in 2014 with the 2700 units in Spring 2017

10. When is your planned (or estimated) WI-FI refresh date? (Month/Year)?

We have no definitive plans of replacement, though we will be reviewing if we should replace the 2600 units that have now been in situ around 4 years.

11. What is your estimated budget for the WI-FI refresh?

We have a rolling Programme for Network refresh and this would be included within that Programme.

12. Do you use two-factor authentication?

Yes

13. What vendor(s) supply your two-factor authentication?

We have historically and continue to use RSA tokens, though we are now rolling out Microsoft MFA

End User Device Related

1. How many desktops/laptops are deployed by the Council?

3448

2. What vendor(s) supply your desktops/Laptops?

Lenovo and Dell

3. How many mobile devices [Phones & tablets etc] are deployed by the council?

2719, of which 364 are tablets

4. What were the installation dates of the above desktop/laptops?

Majority in the window Aug 14 – Feb 15.

5. When is your planned (or estimated) desktop/laptop refresh date? (Month/Year)

Jun 18 to Mar 19

Backup, DR and BC:

Please note that the answers below are in respect of the public library systems only

1. What device/system do you use for your daily backups (e.g tape or disk)

Disk

2. What backup software do you use?

Windows – robocopy

3. How much data do you backup, in TB?

IRO 2TB

4. Do you use a third party to provide a Business Continuity service (e.g. office workplace recovery or infrastructure ship-to-site solutions)?

No

5. Does your current recovery solution meet your stakeholder's expectations?

For the purposes of section 1 (4) of the Act this information is not held and the council is therefore unable to provide it.

6. Do you already backup into the cloud?

No

7. Do you have a documented disaster recovery & business continuity plan in place?

No

Cloud

1. Do you have a cloud strategy if so what is it?

N/A - WCC implemented a zero infrastructure strategy in the 2000s, the migration to cloud is largely complete

2. Do you use Azure or Amazon Web Services?

Yes

3. Do you use or are you planning to use MS O365?

Yes

4. Are you actively moving any applications/infrastructure into a cloud environment? If so who is responsible for this?

Work completed

Systems Management & Monitoring

1. What systems management tools / software do you currently use?

SCCM, Solarwinds, SCOM

2. What was the costs of the systems management tools / software you use?

N/A – these costs are included within a wider managed service charge with BT and other cloud/outsourced suppliers.

3. What were the installation of the systems management tools / software (Month/Year)

For the purposes of section 1 (4) of the Act this information is not held and the council is therefore unable to provide it.

4. What warranty / support contract do you have for your systems management tools / software and when does this end / expire (Month /Year)

N/A

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:

Information Management Team
5 Strand
London
WC2N 5HR
xxxx@xxxxxxxxxx.xxx.xx

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. Further information is also available from the Information Commissioner at:

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

Tel: 0303 123 1113 or 01625 54 57 45
Fax: 01625 524510
Web: www.ico.org.uk

I will now close your request as of this date.

Yours faithfully

Information Management Team