**Liverpool
City Council**

Email: jan.noone@liverpool.gov.uk

Date 18 May 2018

Dear Mr Shaw

Freedom of Information Request 586509

Thank you for your request received 19 April 2018. Your request was actioned under the Freedom of Information Act 2000 in which you requested the following information –

  1.What is your annual IT Budget for 2017, 2018 & 2019?

2017/18	*£18.53m*
2018/19	*£15.94m*
2019/20	*£15.65m*

  2.Storage:
  a.What storage vendor(s) and models do you currently use?
       Vendor: Dell/EMC
       Model: Partial section 31(1)a exemption on the model details on the basis that this information disclosure would be likely to prejudice the prevention or detection of crime

  b.What is the capacity of the storage data in TB & How much of this is utilised?
       250TB/80% utilised

  c.What were the installation dates of the above storage vendor(s)? (Month/Year)
       VNX – Oct 2016; Centera – July 2015

  d.When is your planned (or estimated) storage refresh date? (Month/Year)?
       None planned

  e.Do you have any extended warranties, if so, with which supplier?
       Dell/EMC

  f.What is your estimated budget for the storage refresh?
       None at present

  3.Server/Compute:
  a.What server vendor(s) and models do you currently use?
       Vendor: Dell/EMC, Oracle
       Model: Partial section 31(1)a exemption on the model on the basis that this information disclosure would be likely to prejudice the prevention or detection of crime

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b.What were the installation dates of the above server vendor(s)? (Month/Year)
Vblock – Apr 2013 and Oracle - 2005

c.When is your planned (or estimated) server refresh date? (Month/Year)
May 2018 for both platforms

d.What is your estimated budget for the server refresh?
Not known at this stage, costs are still being established and will follow the Contract Standing Orders (CSOs)

e.Do you have any extended warranties, if so, with which supplier?
Dell/EMC and Oracle

f.Which operating systems are used?
MS Server 2008 and 2012; Solaris 10

4.Network & Security:
a.What network vendor(s) and models do you currently use?
Vendor – Cisco
Model – partial section 31(1)a exemption on themodel on the basis that this information disclosure would be likely to prejudice the prevention or detection of crime

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

c.What network architecture is currently used?
v/m ipvpn – LCC hosted dual data centre with resilient links – hub and spoke, running eigrp internally

d.What security solutions are being utilised?
Email Security Solution
Endpoint Security Solution
IDS
Firewalls
Web Filtering Solution

e.What were the installation dates of the above network vendor(s)? (Month/Year)
Ongoing constant refresh for past year

f.When is your planned (or estimated) Network refresh date? (Month/Year)?
April 2017 – to date refresh in place for past 12 months. No budget for refresh 2018

g.What is your estimated budget for the Network refresh?
£1 million delivered in three phases through past year. No budget for refresh 2018

h.When did you install your current Wi-Fi environment?
Corporate – 4 years
Homeworkers – 3 years

5.End User Devices:
a.How many desktops/laptops are deployed by the Council?
     4702 Desktop/Laptops

b.How many mobile devices [Phones & tablets etc] are deployed by the council?
     3358 (02 managed devices)

c.What were the installation dates of the above desktop/laptops?
     ICT Asset Management do not hold this level of information

d.When is your planned (or estimated) desktop/laptop refresh date? (Month/Year)
     No details available

6.Backup, DR and BC:
a.What device/system do you use for your daily backups (e.g tape or disk)
     Dell/EMC Data Domain, Virtual Tape

b.What backup software do you use?
     Networker and Redstor (for schools)

c.How much data do you backup, in TB?
     50TB

d.Do you use a third party to provide a Business Continuity service (e.g. office workplace recovery or infrastructure ship-to-site solutions)?
     No

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

f.Do you already backup into the cloud?
     No

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

7.Number of Physical servers?
     20 Wintel/30 Solaris

8.Number of virtualised servers? & Which Virtualisation platform do you use?
     Number: 650
     Platform: partial section 31(1)a exemption on the models and platforms used on the basis that this information disclosure would be likely to prejudice the prevention or detection of crime

9.Do you have a cloud strategy if so what is it?
     We do not currently have a clearly defined cloud strategy but we will consider utilising the cloud on an application by application basis when there is a sound business case to do so

10.Do you use Azure or Amazon Web Services?
     We currently have a minimum Azure commitment but have no live services running

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

Our education establishments are already using O365 we are currently developing a plan for migrating the rest of the estate (this is likely to commence later this year)

12. Please also name all of the IT re-sellers that you work with and buy from, as well as the frameworks utilised.

ProContract framework:
Computacentre
Insight
Stone
Bytes
Computeam
Comparex
Phoenix
Nviron

13. Do you have a Software Asset Management Policy? If so what is it?

Policy in draft, not live

14. Who is responsible for your Software Asset Management?

ICT Service Transition

15. How much did you pay in the last financial year for software licenses?

£842,281,50

16. If applicable, how many people are using Office 365?

Currently we have less than 100 corporate users

17. Who are your top three software vendors by revenue?

Microsoft, SAP, Adobe Software

18. What are the contractual renewal dates for those three vendors?

Microsoft – June Annually, SAP – Crystal reports Ad Hoc ? SAP Financial systems outsourced, Adobe Software – Cumulative Licensing Progamme October 2017

19. Have you been audited by those three vendors? If so the date of the audit.

Microsoft March 2016, SAP – No, Adobe – September 2012

20. Do you currently measure software usage versus the number of licenses purchased?

Yes

21. Do you use a software asset management and/or software inventory tool? If so which one(s)?

Snow Licence Manager

Liverpool City Council Information Team
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22. Are you actively moving any applications/infrastructure into a cloud environment? If so who is responsible for this?
   No we are currently investigating candidate systems for a pilot migration

23. What is the total number of IT staff employed by the organization: Please list and provide contact details for the IT senior management team including CIO, IT Director and Infrastructure Architects if applicable.
   156 ICT staff
   No CIO in ICT, no ICT Director but a Divisional Manager (as listed below in item 24). Infrastructure Architects are not senior management

24. Who is Head of IT? – Please provide contact details
   Tony Carroll – ICT Divisional Manager –
   email tony.carroll@liverpool.gov.uk

25. Who is Head of Procurement? – Please provide contact details
   Trevor Ingham – Head of Commercial Procurement Unit –
   email trevor.ingham@liverpool.gov.uk

26. Do you have a managed/shared service with any other councils?
   ICT do not have managed/shared services with any other councils
   Yes – LCC has a Public Sector Collaboration Agreement with Salford City Council

27. Do you normally purchase equipment and services as a capital investment (Cap-Ex) or ongoing operational charges (Opex).
   LCC treat equipment and services, as both Capital and Revenue

This concludes our response.

The City Council will consider appeals, referrals or complaints in respect of your Freedom of Information Act 2000 and you must submit these in writing to Informationrequests@liverpool.gov.uk within 28 days of receiving your response.

The matter will be dealt with by an officer who was not previously involved with the response and we will look to provide a response within 40 days.

If you remain dissatisfied you may also apply to the Information Commissioner for a decision about whether the request for information has been dealt with in accordance with the Freedom of Information Act 2000.

The Information Commissioner's website is www.ico.gov.uk and the postal address and telephone numbers are:-

Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK95AF. DX 20819, Telephone 0303 123 1113. Email – mail@ico.gsi.gov.uk (they advise that their email is not secure)

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I trust this information satisfies your enquiry.

Yours sincerely

Jan Noone

Jan Noone
Information Team

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