



HEADQUARTERS
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Directorate of Finance & Business Services
Director: William Pretswell

John Wicker
ref:request-101747-9153dd51@whatdotheyknow.com

Ref: HQ 11467

Date : 22 February 2012

Dear Mr Wicker

REQUEST FOR INFORMATION UNDER THE TERMS OF THE FREEDOM OF INFORMATION (SCOTLAND) ACT 2002

Thank you for your email request of 25th January 2012. Under the terms of the Freedom of Information (Scotland) Act 2002, the statutory deadline for our response is 22 February 2012. The response to your request is as follows.

This was your question. The answers are listed below or in the attachments.

I would like to request the following breakdown of the Service's hardware maintenance and costs:

A list of the models of the physical servers, storage devices, tape libraries, network switches and routers under support contracts; as well as the cost and duration of said contracts, with start and end dates and service level associated with the equipment. Could you also supply the names of the suppliers of aforementioned support services?

I would also request the name of the person/s in your organisation responsible for the maintenance support contracts.

The data given relates to equipment operational at the current time, as hardware and costs vary over a period. This only includes physical kit SPS actually owns. Service Level information gives general key information, as service levels vary with devices and over time.

1. List of Servers , switches etc

These are listed in a separate spreadsheet attached.

2. Suppliers, costs and contracts

There are two major support contracts in this area

1. **Maindec** – Servers & SAN : Start date Oct 2011 : End date : Oct 2014 (with no extensions) – value this year £24k : SL – the target is a standard 4 hour response
2. **Provista** – Routers & switches : Start date Nov 2009: End date Nov 2012 (with two 1 year extension option) – value this year £48k : SL – the target is a standard 4 hour response

3. Person responsible for said contracts

Gavin Syme, ISS, Scottish Prisons Service HQ

Review

If you are dissatisfied with any aspect of the way in which we handled have your request, you have the right to request a review. Your request should be made within 40 working days of *the date of receipt of this email*. We will reply within 20 working days of receiving your request. Under section 20(3)(c)(ii) of the Act your request should outline your reason for seeking a review. If our decision is unchanged following a review and you remain unsatisfied with this, you then have the right to make a formal complaint to the Scottish Information Commissioner.

If you require a review of our decision to be carried out, please write to John Ewing, Chief Executive, Scottish Prison Service, Room 342, Calton House, Redheughs Rigg, Edinburgh. The review will be undertaken by staff not involved in the original decision making process.

I hope that this is helpful.

Paul E Craig

Head of Information Systems & Strategy