

Our Ref: HBC_FOI_01000484

Dear John Wicker

I am writing in response to your request received by Freedom of Information on 25/01/2012.

Your request has now been considered under the terms of the Freedom of Information Act and/or Environmental Information Regulations and we are able to respond as follows.

Your Request:

I would like to request the following breakdown of the Council'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.

Our Response:

A table showing the models of physical servers, storage devices, tape libraries, network switches and routers under support contracts is attached. The service level, contract end dates (all contracts are one year fixed) and contractors are also shown in the table.

All other information concerning IT contracts is contained in the Council's Contracts Register accessible via the following link:

www.hertsmere.gov.uk/business/tendersandcontracts/existingcouncilcontracts.jsp

The person responsible for maintenance support contracts is Tom Jackson, Knowledge and Infrastructure Manager.

If you have any queries about the processing of your request then please do not hesitate to contact me. Further information explaining the Council's process for responding to information requests together with a complaints/appeals procedure is available in our reception or via our website at:

<http://www.hertsmere.gov.uk/councildemocracy/accesstoinformation/>

The Information Commissioner oversees the application of the Freedom of Information Act. You may contact the Information Commissioner at:

Information Commissioners Office
Wycliffe House, Water Lane
Wilmslow
Cheshire
SK9 5AF

Telephone: 01625 545700

Website: www.informationcommissioner.gov.uk

Please include the above reference number on all correspondence related to this request.

Thank you for your request.

Kind regards

Caroline Carey