

AYLESBURY VALE DISTRICT COUNCIL
RESPONSE TO INFORMATION REQUEST



**Reference
FOI 2630**

This request was answered under the legislation indicated below:-

- DP ☐ Data Protection Act 1998 (£10 fee payable)
 FOI ☒ Freedom of Information Act 2000 (usually free)
 EIR ☐ Environmental Information Regulations 2004

Date Reply Sent: 9th May 2013

AVDC response

Dear Ms Carter,

Thank you for your information request to Aylesbury Vale District Council (AVDC).

AVDC has recently joined the Bucks PSN – which allows local authorities to collectively buy ICT services from a Framework supplied by the winning provider from a tendering process to accredited suppliers.

AVDC anticipates taking the telephony offering from the PSN framework at a suitable point in the future, including the adoption of SIP trunks and unified communications when this becomes available.

<https://www.gov.uk/public-services-network>

<http://gps.cabinetoffice.gov.uk/contracts/rm860>

<http://www.updata.net/news/bucks-plans-psn-transition>

1. Cost of calls:

Free between Council sites (VOIP across WAN)

Average monthly call breakdown (Mar 13)

Call Minutes Summary	No. Of Calls	Peak Mins	Off Peak Mins
		233:00:	
Local	5467	02	01:22:3
		97:15:3	
National	1710	2	00:26:1
		166:36:	
Mobile	4625	13	01:38:5
		62:52:2	
Premium	834	2	00:25:2
		09:04:4	
Free Calls	108	6	00:00:0

Dear Aylesbury Vale District Council,

Good morning,

My name Marie Carter from BT. I am writing to you to request some information about your Telecoms and IT infrastructure so as to better understand the current Local Government IT landscape. We would politely request information on your current provider for the following services, the contract end dates, and the approximate spend for each (where the provider is not BT).

- 1) Your Calls and Lines provider?
- 2) Your Audio / Video Conferencing provider, if any?
- 3) Your telephony and communications provider (e.g. Avaya, Cisco. Mitel) and current maintainer?
- 3) Your current Contact Centre and Inbound Calls provider?
- 4) Your current WAN provider?
- 5) Your current LAN provider and maintainer?
- 6) Your current Internet provider?
- 7) Your current corporate networking provider (E.G HP, Cisco)?
- 8) Your current security provider (E.G McAfee, Checkpoint, Juniper)?
- 10) Your current datacenter provider?

Yours faithfully,

2. Audio/Visual Conferencing

Currently in trial with The Internet Video Company chosen through a tender process.

3 – 10. Please see attached spreadsheet.

Should you require further information, please contact records@aylesburyvaledc.gov.uk or write to The Administration and Information Officer, IT Division, Aylesbury Vale District Council, The Gateway, Gatehouse Road, Aylesbury, Bucks, HP19 8FF.

This data is provided on the basis that you will process the information in accordance with data protection principles and in particular, that you agree to use the information for only the authorised purposes as specified in your request for the data and that you ensure it is kept and otherwise dealt with securely and do not keep it for longer than it necessary.

You also agree to keep Aylesbury Vale District Council fully indemnified against any and all costs, expenses and claims arising out of any breach of data protection principles and in particular, but without limitation, the unauthorised or unlawful access, loss, theft, use, destruction or disclosure of the data by you or your subcontractors, employees, agents or any other person within your control.

If you feel that your request has not been properly handled or if you are dissatisfied with the outcome, you can request an internal review in accordance with the Council's Comments and Complaints procedure. You will find details of the procedure on our website www.aylesburyvaledc.gov.uk under the heading Council and Democracy.

Please note that you have the right to make a complaint direct to the Information Commissioner and details on how to do this are set out on the Information Commissioner's website www.informationcommissioner.gov.uk under the heading "Complaints". The Information Commissioner, however, will normally expect a complainant to have exhausted a public authority's internal review procedures first.

	<p>Yours sincerely,</p> <p>Karen McMahon Administration and Information Officer IT Division Aylesbury Vale District Council The Gateway Gatehouse Road Aylesbury Bucks HP19 8FF</p>
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Data Protection

AVDC is a Data Controller under the Data Protection Act 1998. We hold information for the purposes specified in our notification to the Information Commissioner and may use this information for any of them. We may receive information about you from other organisations, or we may give information to them. If we do it will only be as the law permits, to check the accuracy of information, to prevent fraud or detect crime, or to protect public funds.