

# Corporate Directorate



Emailed to: Marie Carter  
request-157705-b9422e14@whatdotheyknow.com

Please ask for: Jenni Green  
Direct line: 01473 825753 (ext 2153)  
Fax number: 01473 825742  
Your reference:  
Our reference: JRG/MF26-2013  
E-mail: freedom@midsuffolk.gov.uk  
Please reply to: The Mid Suffolk Office

Date 28<sup>th</sup> May 2013

Dear Ms Carter

## FREEDOM OF INFORMATION

I am writing to confirm that the Authority has now completed its search for the information that you requested from Mid Suffolk District Council on 15<sup>th</sup> April 2013 – you asked:

- 1) Your Calls and Lines provider? **BT**
- 2) Your Audio / Video Conferencing provider, if any? **We do not have this information at this time ( we will send this information on separately as soon as we have it )**
- 3) Your telephony and communications provider (e.g. Avaya, Cisco, Mitel) and current maintainer? **Cisco**
- 4) Your current Contact Centre and Inbound Calls provider? **See below**
- 5) Your current WAN provider? **See below**
- 6) Your current LAN provider and maintainer? **See below**
- 7) Your current Internet provider? **See below**
- 8) Your current corporate networking provider (E.G HP, Cisco)? **See below**
- 9) Your current security provider (E.G McAfee, Checkpoint, Juniper)? **See below**
- 10) Your current datacenter provider? **See below**

**"Mid Suffolk District Council uses its joint venture partner Customer Service Direct Ltd (CSD) to supply most of the councils ICT/HR/Finance and public access services. The ICT services supplied by CSD are output focused and form part of the broader annual investment MSDC makes; as such we are not in a position to provide a breakdown of details associated with ICT costs, staff, services and infrastructure provided to Mid Suffolk District Council by CSD. CSD is a joint venture company owned by BT, Suffolk County Council and Mid Suffolk District Council"**

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**Strategic Director (Corporate):** Andrew Hunkin  
**Head of Corporate Organisation:** Peter Quirk, **Head of Corporate Resources:** Katherine Steel  
**Chief Finance Officers (S151):** Katherine Steel (Mid Suffolk), Barry Hunter (Babergh), **Monitoring Officer:** Kathryn Saward

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If you have any queries about this letter, please contact me. Please remember to quote the reference number above in any future communications.

If you are unhappy with the service you have received in relation to your request and wish to make a complaint or request a review of our decision, you should write in the first instance to the Karen Smith, Assistant Solicitor at the above address.

If you are not content with the outcome of your complaint, you may apply directly to the Information Commissioner for a decision. Generally, the ICO cannot make a decision unless you have exhausted the complaints procedure provided by the Authority. The Information Commissioner can be contacted at: The Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF and [www.ico.gov.uk](http://www.ico.gov.uk).

Yours sincerely,

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Babergh District Council  
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