

Ms S Morley

 By Email: request-94398xxxxxxxxxx@xxxxxxxxxxxxxxxxx.xxx

27 February 2023

Dear Ms Morley,

**FREEDOM OF INFORMATION ACT 2000 ("FOIA")
 REQUEST REF: FOI-10,11,12**

Thank you for your email of 30 January 2023. The College does hold the information you have requested except, as indicated below, we do not have a customer-facing contact centre.

In relation to certain of your queries, the College considers that the information requested is exempt from disclosure under S43(2) FOIA. S43(2) FOIA exempts information whose disclosure would, or would be likely to, prejudice the commercial interests of any legal person. We have applied this exemption as follows:

FOI-10 3d	What is your annual spend on cloud storage?	The total value of the contract is commercially sensitive and disclosure would materially disadvantage the College and/or the supplier in future price negotiations.
FOI-12 a	What is the annual spend on WAN and internet connectivity?	As above
FOI-12 b	What is the annual spend on SIP trunks?	As above
FOI-12 c	What is the annual spend on WAN services?	As above
FOI-12 d	What is your annual spend on your LAN infrastructure?	As above
FOI-12 e	What is your annual spend on your WIFI infrastructure?	As above

FOI-12 k	Please confirm value of the initial project.	As above
FOI-12 l	Please confirm the value of annual support/ maintenance services.	As above

Subject thereto, the information requested is provided below.

FOI-10

1. Telephony and UC-Collaboration

- | | |
|---|-----------------|
| a. Please confirm the manufacturer of your current telephony system(s). | Mitel |
| b. When is your contract renewal date? | Not in contract |
| c. Who maintains your telephony system(s)? | 4Sight |
| d. Do you use Unified Communications or Collaboration tools; if so which? | Teams |

2. Microsoft

- | | |
|---|---|
| a. What Microsoft 365 licence do you have across the business e.g. E3, E5 | E3 |
| b. Which partner looks after your Microsoft tenant? | Phoenix |
| c. Where do you host your applications? Do you have on-premise infrastructure or do you host your applications in public or private cloud? Which? | On Premise and Cloud
Microsoft Azure |

3. Storage

- | | |
|--|------------------|
| a. Does your organisation use on-premise or cloud storage or both? | Both |
| b. Please confirm the on-premise hardware manufacturer. | Dell |
| c. Please confirm your cloud storage provider. | Microsoft |
| d. Annual spend on cloud storage? | Refused – S43(2) |
| e. How do you back up your data and with who e.g. Backup as a Service? | Rubrick |

FOI-11

1. Contact Centre

- | | |
|---|----|
| a. Do you have a customer/ citizen facing contact centre? If not please skip these questions. | No |
|---|----|



- | | |
|---|-----|
| b. Do you employ and manage your own agents, or do you outsource to a third party? If you outsource who to? | N/A |
| c. How many contact centre agents do you have? | N/A |
| d. Do agents work from home? Or just your offices? | N/A |
| e. Please confirm the manufacturer of your contact centre system(s) that are currently in place? | N/A |
| f. When is your contract renewal date? | N/A |
| g. Who maintains your contact centre system(s)? | N/A |
2. CRM
- | | |
|---|-----------|
| a. Do you use a CRM in the contact centre? What platform is used? | N/A |
| b. Do you use the same CRM for the rest of the organisation?
What platform is used? | ProEngage |
| c. Do you use a knowledge base / knowledge management platform?
What platform is used? | No |
3. AI & Automation
- | | |
|---|----|
| a. Does your organisation have a customer or citizen facing chatbot? If so, who provides this chatbot technology? | No |
| b. Does your organisation utilise RPA technology? If so which RPA technology provider do you use? | No |

FOI-12

Connectivity and Network Services

- | | |
|---|--|
| a. Who provides your WAN and internet connectivity? | Internet connectivity is provided by JaNET, WAN connectivity is provided by BT and Cityfibre |
| Annual spend on each | Refused – S43(2) |
| b. Who provides your SIP trunks? | 4Sight Communications |
| What is the annual spend? | Refused – S43(2) |
| c. Who provides your WAN services? | BT and Cityfibre provide our Internet WAN services |
| Is this MPLS, SD WAN or Internet? | |
| What is the annual spend? | Refused – S43(2) |



- | | |
|--|------------------------------------|
| d. Who provides your LAN infrastructure? | FourNet |
| What is your annual spend? | Refused – S43(2) |
| e. Who provides your WIFI infrastructure? | Cisco Meraki |
| What is your annual spend? | Refused – S43(2) |
| f. Please confirm the manufacturer(s) of your wired network core and edge switching? | Extreme Networks |
| g. When was your core network installed? | 2013 |
| h. Has it been updated subsequently? | Yes |
| i. Who maintains your core network? | In-house with support from Fournet |
| j. When is the contract renewal date? | Annual |
| k. Please confirm value of the initial project. | Refused – S43(2) |
| l. Please confirm the value of annual support/maintenance services. | Refused – S43(2) |

Thank you for your interest in the College. Should you be dissatisfied with our handling of your request, please contact our data protection officer at GDPR@kirkleescollege.ac.uk to ask for your complaint to be reviewed.

Following an internal review, if you remain dissatisfied, you have the right to contact the Information Commissioner at:

The Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire SK9 5AF

Telephone: 01625 545 700
Website: www.ico.org.uk

Yours sincerely

N Spaxman
Head of IT and Digital Vision

