

Our Reference: FOI/2017.08.301

**UNIVERSITY OF  
BIRMINGHAM**

Legal Services

**Director  
Mrs C M E Pike LLB  
Solicitor**

Francois Charles  
What do they know

(By Email)

5 September 2017

Dear Francois Charles

**Re: request for information under The Freedom of Information Act.**

Further to your request for information dated 14 August 2017, please find attached the University of Birmingham's response. If you have any queries with regard to this letter, please do not hesitate to contact us.

Please note our statement in respect of Copyright, which is also attached.

If you are dissatisfied with the manner in which your request has been dealt with, you may ask for an internal review. The University's Complaints and Appeals procedure is available at  
<http://www.birmingham.ac.uk/university/governance/policies-regs/information/index.aspx>

Yours sincerely

Freedom of Information Team  
University of Birmingham

Encs

**Your request for information reads:**

*"The information needed is as follows:*

*IT Compliant Route to purchase*

*What Frameworks are used for IT Procurement? (ie. SSSNA, NEUPC, Janet, CCS, CPC)?*

*Desktop*

*Number of Desktops?*

*Do you use VDI?*

*If so what platform do you use?*

*Desktop major Refresh date?*

*Date existing support contract ends?*

*VDI refresh date (if relevant)?*

*Datacentre*

*Servers*

*Number of Windows Servers?*

*Number of UNIX/Linux Servers?*

*Server platform?*

*Virtualisation platform?*

*What operating system do you use?*

*Virtualisation & Licence support refresh dates?*

*Percentage of infrastructure Virtualised?*

*Server Refresh Date?*

*Value of current server support contract?*

*Storage*

*Volume of Data in TBs*

*Storage Vendor?*

*Storage Virtualisation?*

*Storage Refresh Date?*

*Date Storage support contract ends?*

*Value of storage support contract?*

*Backup*

*Tape vendor?*

*Disk backup?*

*What backup software do you use?*

*Backup refresh date?*

*Date backup support contract ends ?*

*Value of backup support contract ?*

*Disaster Recovery contract renewal date?*

*Network*

*Network vendor?*

*If you use Cisco, do you use Smart Collector?*

*How many switches?*

*How many routers?*

*How many wireless controllers/ AP's?*

*Network speed?*

*Network contract start date?*

*Date Network Support ends / is refreshed*

*Value of existing Network support contract ?*

*Network virtualisation?"*

**Continued.../**

*Security*

*IT Security vendors used?*

*IT Security Support renewal date?*

*Do you use 2FA?*

*What web and email filtering is used?*

*What DLP is in place?*

*What SIEM solution is used?*

*What intrusion prevention is used?*

*What endpoint security is used?*

*Cloud*

*Are you using or are interested in AWS/Google or Azure for cloud services?*

*Do you use any Cloud File Storage? If so, what?*

*Data Destruction*

*Is there a Data Destruction Policy in place?*

*Do you destroy HDD onsite or outsource the service?*

*Current Supplier of HDD destruction services?*

*Is the HDD wiped / degaussed before leaving your datacentre?*

*Approx Number of drives destroyed/wiped per annum?"*

**The University of Birmingham responds:**

The University of Birmingham is required to respond to a request made under the Freedom of Information Act 2000 ("the Act") if it holds the information being requested, unless it is appropriate to apply one of the limited exemptions set out in the Act.

A response to the request is set out below. The Refusal Notice below explains why no additional information can be released.

**IT Compliant Route to purchase**

What Frameworks are used for IT Procurement?  
(ie. SSSNA, NEUPC, Janet, CCS, CPC)?

CSS, Janet, Sprint

**Desktop**

Number of Desktops?

11,000 managed desktops, 3,000+ unmanaged desktops

Do you use VDI?

Yes (very limited)

If so what platform do you use?

Microsoft

Desktop major Refresh date?

Phased throughout the year

Date existing support contract ends?

Warranties purchased with hardware from suppliers throughout the year

VDI refresh date (if relevant)?

N/A (covered under Microsoft Campus agreement)

### Datacentre

Servers	1100+
Number of Windows Servers?	900+
Number of UNIX/Linux Servers?	200+
Server platform?	Predimnantly HPE
Virtualisation platform?	Vmware
What operating system do you use?	Windows and Linux
Virtualisation & Licence support refresh dates?	Throughout the year (as purchased)
Percentage of infrastructure Virtualised?	85%
Server Refresh Date?	Throughout the year (as purchased)
Value of current server support contract?	£1 million+

### Storage

Volume of Data in TBs	1PB+
Storage Vendor?	HPE, EMC
Storage Virtualisation?	60%
Storage Refresh Date?	Throughout the year (as purchased)
Date Storage support contract ends?	Dec-19
Value of storage support contract?	£1.5 million +

### Backup

Tape vendor?	HPE
Disk backup?	Dell/EMC
What backup software do you use?	Veeam, Commvault, Data Protector
Backup refresh date?	Throughout the year (as purchased)
Date backup support contract ends ?	Throughout the year (as purchased)
Value of backup support contract ?	Numerous solutions are involved throughout the University by departments, groups and individuals. A comprehensive and accurate list would take longer than 18 hours to determine.
Disaster Recovery contract renewal date?	None in place.

### Network

Network vendor?	Brocade
If you use Cisco, do you use Smart Collector?	N/A
How many switches?	400+
How many routers?	50+
How many wireless controllers/ AP's?	2000
Network speed?	1GB/10GB
Network contract start date?	Jan-17
Date Network Support ends / is refreshed Value of existing Network support contract ?	2022
Network virtualisation?	None

### Security

IT Security vendors used?	Numerous vendors are involved throughout the University by departments, groups and individuals. A comprehensive and accurate list would take longer than 18 hours to determine.
IT Security Support renewal date?	Numerous vendors are involved throughout the University by departments, groups and individuals. A comprehensive and accurate list would take longer than 18 hours to determine.
Do you use 2FA?	Yes
What web and email filtering is used?	Clam-AV, Sophos, SpamAssassin, Various RBLs, Forefront and McAfee
What DLP is in place?	Clam-AV
What SIEM solution is used?	Solutions are currently being investigated
What intrusion prevention is used?	Solutions are currently being investigated
What endpoint security is used?	McAfee

### Cloud

Are you using or are interested in AWS/Google or Azure for cloud services?	Yes
Do you use any Cloud File Storage? If so, what?	No

### Data Destruction

Is there a Data Destruction Policy in place?	Yes
Do you destroy HDD onsite or outsource the service?	Outsourced
Current Supplier of HDD destruction services?	Stone
Is the HDD wiped / degaussed before leaving your datacentre?	In some cases
Approx Number of drives destroyed/wiped per annum?	Figures unavailable

## Refusal Notice

Reasons for non-disclosure

### **Section 12 – Freedom of Information - The Freedom of Information and Data Protection (Appropriate Limit and Fees) Regulations 2004.**

Having circulated your request to colleagues, it has been confirmed that the exemption in Section 12 of the Act applies as it will take more than 18 hours to

- Determine whether the University holds the information that you have requested;
- Find the requested information, or records containing the information;
- Retrieve the information or records; and
- Extract the requested information from records.

This is because some of the information you have requested is not held centrally; the University comprises 10 central Professional Services and 5 Colleges which are divided into 28 principal academic units, which together support the running of the University, and it would be necessary for each College, principal academic unit, academic department and Corporate Service to search its records in order to locate and extract the information requested. It is estimated that this will take in excess of 18 hours in total.

The University has provided answers to questions where information is readily available but is unable to suggest a way in which the other questions could be revised so that the information you are seeking could be provided within 18 hours.

Therefore, in accordance with Section 12 of the Act and the Freedom of Information and Data Protection (Appropriate Limit and Fees) Regulation 2004, the University has not provided the information you have requested.

More information about this section of the Act is available on the Information Commissioner's Office's website. <https://ico.org.uk/>

## **The University of Birmingham**

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