



**NORFOLK**  
CONSTABULARY  
*Our Priority is You*

Norfolk Constabulary

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Non-Emergency Tel: 0845 456 4567

**Mr K. Beale**

[www.whatdotheyknow.com](http://www.whatdotheyknow.com)

Date: 27<sup>th</sup> of July 2010

Dear Mr Beale

**Freedom of Information Request Reference N<sup>o</sup>: FOI 150/10/11**

I write in connection with your request for information received by the Norfolk Constabulary on the 29<sup>th</sup> of June 2010, in which you sought access to the following information:

*To help assist with a study in to cost effectiveness of public sector websites, can you please provide me with:*

- 1. Design and development costs to launch (single figure)*
- 2. Ongoing hosting, licensing and maintenance costs (per year or other suitable measure)*
- 3. Brief overview of server technologies used (e.g. Microsoft .NET, Apache/PHP, etc.)*

**Extent of Searches to Locate Information:**

To locate the information relevant to your request, searches were conducted within the Communications and Public Affairs Department, and the Financial Services Department of the Norfolk Constabulary.

This response will be published on the Norfolk Constabulary's web-site.

**Result of the Searches to Locate Information Relevant to your Request.**

**Information relevant to part 1 of your request**

The Norfolk Constabulary launched a new website in November 2009. The costs associated with the website have been published and can be found on the disclosure log section of the website under the document reference number 659/09:

<http://www.norfolk.police.uk/aboutus/yourrighttoinformation/freedomofinformation/disclosurelog.aspx?category=Expenditure+and+Other+Financial+Information&year=2009>

**Information relevant to part 2 of your request**

£32,155



**Information relevant to part 3 of your request**

The Norfolk Constabulary website uses a high enterprise Content Management System (CMS) that runs on a Microsoft IIS v6.0 (Internet Information Services) on a Microsoft Windows Server 2003 R2 platform. We have Microsoft .NET version 2 and 3 installed as the CMS needs this technology for it to be able to run.

Microsoft SQL Server 2008 (Structured Query Language) is also installed for the database component of the CMS. Norfolk Constabulary uses the 'Web' edition of this software, and this is included in the monthly cost of the hosting.

Should you have any further queries concerning this request, please contact me quoting the reference number shown above.

Yours sincerely,

Richard Kindleysides  
Freedom of Information Department

A full copy of the Freedom of Information Act (2000) can be viewed on the 'Office of Public Sector Information' web-site;  
<http://www.opsi.gov.uk/>

The Norfolk Constabulary is not responsible for the content, or the reliability, of the website referenced. The Constabulary cannot guarantee that this link will work all of the time, and we have no control over the availability of the linked pages.

Your Right to Request a Review of Decisions Made Under the Terms of the  
Freedom of Information Act (2000).

If you are unhappy with how your request has been handled, or if you think the decision is incorrect, you have the right to ask the Norfolk Constabulary to review their decision.

Ask the Norfolk Constabulary to look at the decision again.

If you are dissatisfied with the decision made by the Norfolk Constabulary under the Freedom of Information Act (2000), regarding access to information, you must notify the Norfolk Constabulary that you are requesting a review within 2 months of the date of its response to your Freedom of Information request. Requests for a review should be made in writing and addressed to:

*Freedom of Information Decision Maker  
Professional Standards Department  
Norfolk Constabulary  
Operations and Communications Centre  
Jubilee House  
Falconers Chase  
Wymondham  
Norfolk NR18 0WW*

In all possible circumstances the Norfolk Constabulary will aim to respond to your request for us to look at our decision again within 20 working days of receipt of your request for an internal review.

The Information Commissioner.

After lodging a request for a review with the Norfolk Constabulary, if you are still dissatisfied with the decision, you can apply to the Information Commissioner for a decision on whether the request for information has been dealt with in accordance with the requirements of the Act.

For information on how to make application to the Information Commissioner please visit their website at [www.informationcommissioner.gov.uk](http://www.informationcommissioner.gov.uk) or contact them at the address shown below:

The Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF  
Telephone: 01625 545 700