Dear [Name],

Freedom of Information request: 2018/0003

Thank you for your freedom of information request received on the 4th of January 2019 in which you requested the following:

Your request:

Could I please request the following IT information under the Freedom of Information:

1. Local Area Network
   a) What Manufacturer is your LAN Network?
   b) What date does your support contract come up for renewal on the LAN Network?
   c) What is the current cost of the LAN Network Support?
   d) Which company is the support contract with?

2. Wireless Network
   a) Do you have Wireless for staff or the public?
   b) What manufacturer is your Wireless Network
   c) When was the wireless installed?
   d) What is the current cost of the Wireless Support?
   e) Which company is the support contract with?

3. Phone System
   a) What Manufacturer is your phone system?
   b) When date does your support contract come up for renewal on the Phone System?
   c) What is the current cost of the phone system Support?
   d) Which Company is the support Contract with?

4. Storage (SAN)
   a) What Manufacturer of SAN are you using?
   b) When was the SAN purchased?
   c) How Many Virtual Servers are you running?

5. Data Centre
   a) Do you use offsite/Third Party Data Centres?
   b) What Services and how big are the offsite facilities?
   c) When are the contracts due for renewal?

6. Cloud Services
   a) Do you use third Party Cloud services?
   b) What services are used and what size are these?
   c) When are the contracts due for renewal?

7. Contacts
   a) Who is responsible for ICT in the organisation and what are their contact details?
   b) Who is responsible for ICT Infrastructure in the organisation and what are their contact details?
   c) Who is responsible for ICT Purchasing in the organisation and what are their contact details?
Our response

I can confirm UK Research and Innovation hold information relevant to your request.

From 1st April 2018 the seven UK Research Councils (AHRC, BBSRC, EPSRC, ESRC, MRC, NERC and STFC) Innovate UK and Research England became part of UK Research and Innovation. ICT Infrastructure contracts have remained unchanged from the legacy structure, please see the below responses from the component parts of UKRI.

Please find attached the information relating to Innovate UK’s IT Infrastructure at Annex 1.

Research England do not hold this information, IT Infrastructure is provided by the Office for Students.

Each of the UK Research Councils procurement and IT Infrastructure contracts are managed by UK Shared Business Services. This information is withheld in line with Section 31 – Law enforcement, and Section 43 Commercial Interests. These are qualified exemptions, and therefore we are required to conduct a public interest test. This means that after it has been decided that the exemption is engaged, the public interest in releasing the information must be considered. If the public interest in disclosing the information outweighs the public interest in withholding it then the exemption does not apply and the information must be released.

Section 31 – Law enforcement

Section 31(1)(a) exempts information if its disclosure is likely to prejudice the prevention or detection of crime.

Considerations in favour of the release:

- There is a general public interest in the disclosure of this information to ensure transparency and openness of a public organisation.
- There is also a public interest in the transparency in order to ensure accountability of public organisations and how they spend public money.

Considerations in favour of withholding the information:

- Releasing this information would make UK SBS and its clients more vulnerable to crime; namely, a malicious attack on UK SBS computer systems. As such release of this information would prejudice the prevention or detection of crime by making UK SBS computer systems more vulnerable to hacking.
- There is an overwhelming public interest in keeping government computer systems secure which would be served by non-disclosure.

It has therefore decided that the balance of the public interest lies clearly in favor of withholding the information on this occasion.

Section 43 – Commercial interests

Considerations in favour of the release:

- Again there is a general public interest in the disclosure of this information to ensure transparency and openness of a public organisation.
- There is also a public interest in the transparency in order to ensure accountability of public organisations and how they spend public money.
Considerations in favour of withholding the information:

- Releasing information of commercial interest, especially during a negotiation stage, is likely to prejudice the commercial interests and activities of UKRI.
- Releasing information provided in confidence to UKRI is likely to damage the possibility of ongoing relationships with this and other Institutes.
- Breaching the commercial interests may also adversely affect future negotiation opportunities for UKRI.

UKRI has reached the view that, on balance, the public interest is better served by withholding this information under section 43(2) of the FOI Act.

If you have any queries about this response please contact me, or if you are unhappy with the service you have received in relation to your request and wish to request a review of our decision, please write to:

Complaints Officer
UK Research and Innovation
Polaris House
North Star Avenue
Swindon
SN2 1FL
Email: foi@ukri.org

Please quote the reference number above in any future communications.

If you are still not content with the outcome of the review, you may apply to refer the matter to the Information Commissioner for a decision. Generally, the ICO cannot make a decision unless you have exhausted the review procedure provided by UKRI. The Information Commissioner can be contacted at:

Information Commissioner
Wycliffe House,
Water Lane
Wilmslow
Cheshire
SK9 5AF

Enquiry/Information Line: Between 9am and 5pm Monday to Friday 0303 123 1113 or 01625 545745

Further information about the Office of the Information Commissioner can be found at http://www.ico.gov.uk/

Yours sincerely,

UK Research and Innovation, Information Governance Team
Email: foi@ukri.org
1. Local Area Network
   a) What Manufacturer is your LAN Network?
      Cisco Meraki
   b) What date does your support contract come up for renewal on the LAN Network?
      October 2020
   c) What is the current cost of the LAN Network Support?
      Please see below
   d) Which company is the support contract with?
      Vodafone

2. Wireless Network
   a) Do you have Wireless for staff or the public?
      Yes
   b) What manufacturer is your Wireless Network
      Cisco
   c) When was the wireless installed?
      March 2017
   d) What is the current cost of the Wireless Support?
      Please see below
   e) Which company is the support contract with?
      Vodafone

3. Phone System
   a) What Manufacturer is your phone system?
      Cisco
   b) When does your support contract come up for renewal on the Phone System?
      April 2020
   c) What is the current cost of the phone system Support?
      Please see below
   d) Which Company is the support Contract with?
      Vodafone / Content Guru
   Costs – Question 1c) 2d) & 3c)
   We were unable to separate the specific costs that you name in question 1c), 2d) and 3c) from the overall Vodafone contract. However, we have been able to separate the below services and their total cost, which we hope will be helpful:

   - Vodafone contact centre fees
   - Vodafone Leased Lines / IPVPN and Internet Service
   - Running costs for dual Swindon locations
   - Vodafone VONE-C unified communications services
   - Vodafone Meraki Monitored LAN Services

   Total annual cost for the above services: £177725

4. Storage (SAN)
   a) What Manufacturer of SAN are you using?
      HP servers
   b) When was the SAN purchased?
      2015
   c) How Many Virtual Servers are you running?
      24
5. Data Centre
a) Do you use offsite/Third Party Data Centres?
Yes
b) What Services and how big are the offsite facilities?
Back-ups, failovers, running of Virtual Servers. The size would be determined by the supplier
c) When are the contracts due for renewal?
December 2019

6. Cloud Services
a) Do you use third Party Cloud services?
Yes
b) What services are used and what size are these?
Office 365
Salesforce
Workday
Azure
Liferay platform
The size would be determined by the supplier
c) When are the contracts due for renewal?
Office 365: July 2019
Salesforce: November 2019
Workday: August 2019
Azure: December 2019
Liferay platform: December 2019

7. Contacts
a) Who is responsible for ICT in the organisation and what are their contact details?
Head of IT, 0300 321 4357
b) Who is responsible for ICT Infrastructure in the organisation and what are their contact details?
Head of IT, 0300 321 4357
c) Who is responsible for ICT Purchasing in the organisation and what are their contact details?
Head of IT, 0300 321 4357