

Swyddfa'r Prif Weinidog a Swyddfa'r Cabinet

Office of the First Minister and Cabinet Office



Llywodraeth Cymru
Welsh Government

Our ref: ATISN 10768

Date: 28 September 2016

Dear ,

Request for Information – ATISN 10768

Thank you for your request which was received by the Welsh Government on 19 September 2016. In relation to information released in July 2013 regarding the IT network infrastructure for Department of Economy, Science and Transport (EST) at QED Centre, Main Avenue, Treforest Estate, Pontypridd, Mid Glamorgan, CF37 5YR as at annex 1, I have provide an update to this information.

If you are dissatisfied with the Welsh Government's handling of your request, you can ask for an internal review within 40 working days of the date of this response. Requests for an internal review should be addressed to the Welsh Government's Freedom of Information Officer at:

Information Rights Unit,
Welsh Government,
Cathays Park,
Cardiff,
CF10 3NQ

or

Email: FreedomOfInformationOfficer@wales.gsi.gov.uk

Please remember to quote the ATISN reference number above.

You also have the right to complain to the Information Commissioner. The Information Commissioner can be contacted at:

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



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However, please note that the Commissioner will not normally investigate a complaint until it has been through our own internal review process.

Yours sincerely

Annex 1

1. How many desktop PCs do you have at this site? Which brand(s) are they?

There are **42** HP 5700 at this site.

There are **9** HP 7700 at this site.

2. How many laptops/notebooks or tablet PCs do you have at this site? Which brand(s) are they?

There are **64** HP laptops at this site.

There are **115** Lenovo devices at this site.

3. How many thin clients do you have at this site? Which brand(s) are they?

There are **430 HP** thin clients at this site.

4. What operating systems do you run on your PCs/Laptops?

The current operating systems run are Windows 7 and 10.

5. How many desktops, laptops and thin clients do you have in total in your organisation across the country?

There are **677** desktops in the organisation.

There are **2621** laptops in the organisation

There are **6082** thin clients in the organisation.

6. How many physical servers do you have on site? Which brand(s) are they?

There are **2** HP servers physically on site. 1x Apple Image Library.

7. How many virtual servers do you have on site?

None – All Virtual Servers located in Welsh Government Data Centres.

8. Which server virtualisation software do you use?

The server virtualisation software used is VMware.

9. Which server operating systems do you use?

The server operating systems used are Microsoft 2008 and 2008 R2.

10. What supplier provides the maintenance (out of warranty) support on your desktops and servers and when does the contract expire?

There is no support on desktops. Servers are maintained through Atos and the contract is due to expire in 2019.

11. What suppliers/brands of Storage Area Networking (SAN) do you use?

The supplier/brands used are HP 3-Par and NetApp.

12. Which application do you use for Enterprise Resource Planning/Management (ERP/ERM)?

The application used is SAP/MS Dynamics.

13. Which application do you use for Groupware Products?

The application used is Microsoft SharePoint.

14. Which application do you use for Database Products?

The application used is Microsoft SQL.

15. Which application do you use for CRM Software?

The application used is Microsoft Dynamics.

16. Which application do you use for Business Intelligence Systems?

The application used is Business Objects.

17. Which application do you use for Finance & Accounting Systems?

The application used is SAP.

18. Which application do you use for Human Resources Application Systems?

The application used is Snowdrop.

19. What are the names, line types and speeds of your ISPs?

PSBA connections at 100Mb/s.

20. Who is your primary voice carrier?

The primary voice carrier is PSBA.

21. Approximately how many phone extensions do you have at this site?

There are approximately **450** extensions at this site.

22. Do you use VoIP for your internal communications?

Connections between sites are VoIP, however currently rolling out full VoIP to desktop solution across the estate.

23. Are your external calls through your voice carrier carried over VoIP or do they go over a conventional phone line?

External calls are carried over VoIP.

24. Which brand of PBX do you use at this site?

The current brand used is Siemens Hi-Path, however currently rolling out our new Mitel VoIP solution.

25. Which supplier has the maintenance contract on your PBX and when does it expire

Atos are responsible for PBX provision and the contract expires April 2019.

26. Who supplies the outsourced or managed service for your data centre and when does the contract expire?

This service is managed via Atos and the contract expires in 2019.

27. Who supplies the outsourced or managed service for your service desk and when does the contract expire?

This service is managed via Atos and the contract expires in April 2019.