



Reference: RFI 1804100

Request:

Under the freedom of information act 2000. I write to obtain the following information about the organisations information technology infrastructure equipment:

The Council outsourced a number of its central “back-office” services to Engie under a long term contract that commenced on 1st November 2012. The arrangement will last until 2022 but may be extended until 2027. As such this service is provided for the Council by Engie as part of a much larger ICT contract with a contract value of £4.656m per annum. Engie is a private company and as such is exempt from the provisions of the Freedom of Information Act. Some of the information requested is not the Council’s information. Some questions have been answered below, but not all.

1. What is your annual IT Budget for 2017, 2018 & 2019?

<https://my.northtyneside.gov.uk/sites/default/files/web-page-related-files/2016-17%20Revenue%20Control%20Budget.pdf> 16/17 on page 5.

2017/18 budget:

<https://my.northtyneside.gov.uk/sites/default/files/web-page-related-files/Budget%20Book%20170616.pdf> 17/18 IT budget on page 596.

2018/19 budget:

<https://my.northtyneside.gov.uk/sites/default/files/web-page-related-files/NTC%20Revenue%20Budget%20201819.pdf> 18/19 IT budget on page 601.

2. Storage:

The question is answered for datacentre on-site storage capacity only. Further Procurement and maintenance is part of the outsource commercial agreement with Engie

a. What storage vendor(s) and models do you currently use?

Pure M20 and Netapp FAS3220

Dell 4020

Data Domain DD2200

b. What is the capacity of the storage data in TB & How much of this is utilised?

Pure 30tb and Netapp 131tb, approx. usage is 70%

Dell 4020 40Tb, approx. 75% used

Data Domain 14Tb, approx. 35% used

c. What were the installation dates of the above storage vendor(s)? (Month/Year)

Pure Dec-2017 and Netapp Aug-2013

Dell 4020 Dec-2015

Data Domain September 2017

d. When is your planned (or estimated) storage refresh date? (Month/Year)?

Pure has been purchased to replace Netapp.

Dell 4020 June 2020

Data domain June 2022

e. Do you have any extended warranties, if so, with which supplier?

Extended support on Netapp storage

f. What is your estimated budget for the storage refresh?

The information supplied to you is owned by the council unless otherwise stated and may be protected by copyright. You are free to use it for your own purposes, including any non-commercial research or for the purposes of news reporting. Any other re-use of a commercial nature will require the permission of the Council. Further enquiries in this respect should be directed to Head of Law and Governance, North Tyneside Council, Quadrant The Silver Link North, Cobalt Business Park, North Tyneside, NE27 0BY

Reference: RFI 1804100

3. Server/Compute:

The question is answered for datacentre on-site server capacity only. Further Procurement and maintenance is part of the outsource commercial agreement with Engie

- a. What server vendor(s) and models do you currently use?
Cisco B200 M1 to M5 and various HP and Dell servers.
Oracle T5-2, Sun M3000
- b. What were the installation dates of the above server vendor(s)? (Month/Year)
Cisco from Aug-2013 onwards
Oracle T5-2 Dec 2015
- c. When is your planned (or estimated) server refresh date? (Month/Year)
Ongoing from Jun-2018
Oracle 2020
- d. What is your estimated budget for the server refresh?
- e. Do you have any extended warranties, if so, with which supplier?
- f. Which operating systems are used?
Windows 2008r2, 2012r2, 2016
Solaris 10, 11, Ubuntu Linux

4. Network & Security:

The core Council network systems are based on a mix of vendors, including Avaya, Fortinet, Sophos and others. All such are provided by Engie and are subject to commercial agreement and therefore exempt from FOI. In addition, further information would provide information of possible use in compromising Council security. We would note that all networks are subject to continuing rolling refresh therefore the question on refresh dates is not meaningful

- a. What network vendor(s) and models do you currently use?
- b. What are the quantities of the Edge, Core and MP used in your network?
- c. What network architecture is currently used?
- d. What security solutions are being utilised?
- e. What were the installation dates of the above network vendor(s)? (Month/Year)
- f. When is your planned (or estimated) Network refresh date? (Month/Year)?
- g. What is your estimated budget for the Network refresh?
- h. When did you install your current Wi-Fi environment?

5. End User Devices:

Whilst we can provide numbers deployed, all such devices are subject to rolling refresh and so installation and refresh dates are meaningless

- a. How many desktops/laptops are deployed by the Council? 2826
- b. How many mobile devices [Phones & tablets etc] are deployed by the council? 1764
- c. What were the installation dates of the above desktop/laptops?
- d. When is your planned (or estimated) desktop/laptop refresh date? (Month/Year)
Rolling programme

The information supplied to you is owned by the council unless otherwise stated and may be protected by copyright. You are free to use it for your own purposes, including any non-commercial research or for the purposes of news reporting. Any other re-use of a commercial nature will require the permission of the Council. Further enquiries in this respect should be directed to Head of Law and Governance, North Tyneside Council, Quadrant The Silver Link North, Cobalt Business Park, North Tyneside, NE27 0BY



Reference: RFI 1804100

6. Backup, DR and BC:

- a. What device/system do you use for your daily backups (e.g tape or disk)
disk
- b. What backup software do you use?
Netapp Snap manager and Veeam, EMC Networker, Oracle RMAN
- c. How much data do you backup, in TB?
30tb plus
- d. Do you use a third party to provide a Business Continuity service (e.g. office workplace recovery or infrastructure ship-to-site solutions)?
no
- e. Does your current recovery solution meet your stakeholder's expectations?
yes
- f. Do you already backup into the cloud?
no
- g. Do you have a documented disaster recovery & business continuity plan in place?
yes

7. Number of Physical servers?

- 45 plus windows servers/hosts
- 8 Physical Unix-based servers

8. Number of virtualised servers? & Which Virtualisation platform do you use?

- 300 using VMware, RDS hyperV and Xenserver
- 45 Oracle Solaris zones (Oracle hypervisor)

9. Do you have a cloud strategy if so what is it?

This is published online as part of the North Tyneside Digital Strategy

10. Do you use Azure or Amazon Web Services?

Yes

11. Do you use or are you planning to use MS O365?

Yes

12. Please also name all of the IT re-sellers that you work with and buy from, as well as the frameworks utilised.

The Council outsourced a number of its central "back-office" services to Engie under a long term contract that commenced on 1st November 2012. The arrangement will last until 2022 but may be extended until 2027. As such this service is provided for the Council by Engie as part of a much larger ICT contract with a contract value of £4.656m per annum. Engie is a private company and as such is exempt from the provisions of the Freedom of Information Act. The information requested is not the Council's information.

13. Do you have a Software Asset Management Policy? If so what is it?

The information supplied to you is owned by the council unless otherwise stated and may be protected by copyright. You are free to use it for your own purposes, including any non-commercial research or for the purposes of news reporting. Any other re-use of a commercial nature will require the permission of the Council. Further enquiries in this respect should be directed to Head of Law and Governance, North Tyneside Council, Quadrant The Silver Link North, Cobalt Business Park, North Tyneside, NE27 0BY



Reference: RFI 1804100

The Council outsourced a number of its central “back-office” services to Engie under a long term contract that commenced on 1st November 2012. The arrangement will last until 2022 but may be extended until 2027. As such this service is provided for the Council by Engie as part of a much larger ICT contract with a contract value of £4.656m per annum. Engie is a private company and as such is exempt from the provisions of the Freedom of Information Act. The information requested is not the Council’s information. Engie ICT services are provided to ISO27001 standards.

14. Who is responsible for your Software Asset Management?

ENGIE

15. How much did you pay in the last financial year for software licenses? Total spend for 17-18 is £3,528,947.64

16. If applicable, how many people are using Office 365?

N/A

17. Who are your top three software vendors by revenue?

Liquid Logic Limited

Phoenix Software Limited

Capita Business Services Limited

18. What are the contractual renewal dates for those three vendors?

N/A

19. Have you been audited by those three vendors? If so the date of the audit.

No

20. Do you currently measure software usage versus the number of licenses purchased?

No

21. Do you use a software asset management and/or software inventory tool? If so which one(s)?

No

22. Are you actively moving any applications/infrastructure into a cloud environment? If so who is responsible for this?

The policy is based on the Digital Strategy, published on the Council Website. New applications are procured with a ‘default to Cloud’ approach, based on optimum value. Infrastructure will only be moved into Cloud based on optimum value.

23. What is the total number of IT staff employed by the organization: Please list and provide contact details for the IT senior management team including CIO, IT Director and Infrastructure Architects if applicable. The Council outsourced a number of its central “back-office” services to Engie under a long term contract that commenced on 1st November 2012. The arrangement will last until 2022 but may be extended until 2027. As such this service is provided for the Council by Engie as part of a much larger ICT contract with a contract value of £4.656m per annum. Engie is a private company and as such is exempt from the provisions of the Freedom of Information Act. The information requested is not the Council’s information.

The information supplied to you is owned by the council unless otherwise stated and may be protected by copyright. You are free to use it for your own purposes, including any non-commercial research or for the purposes of news reporting. Any other re-use of a commercial nature will require the permission of the Council. Further enquiries in this respect should be directed to Head of Law and Governance, North Tyneside Council, Quadrant The Silver Link North, Cobalt Business Park, North Tyneside, NE27 0BY



Reference: RFI 1804100

24. Who is Head of IT? – Please provide contact details

The Council outsourced a number of its central “back-office” services to Engie under a long term contract that commenced on 1st November 2012. The arrangement will last until 2022 but may be extended until 2027. As such this service is provided for the Council by Engie as part of a much larger ICT contract with a contract value of £4.656m per annum. Engie is a private company and as such is exempt from the provisions of the Freedom of Information Act. The information requested is not the Council’s information.

25. Who is Head of Procurement? – Please provide contact details

The Council outsourced a number of its central “back-office” services to Engie under a long term contract that commenced on 1st November 2012. The arrangement will last until 2022 but may be extended until 2027. As such this service is provided for the Council by Engie as part of a much larger ICT contract with a contract value of £4.656m per annum. Engie is a private company and as such is exempt from the provisions of the Freedom of Information Act. The information requested is not the Council’s information.

26. Do you have a managed/shared service with any other councils?

The Council does subscribe to some services with other councils, such as a shared house finding application. However, there are no large shared services with other Councils.

27. Do you normally purchase equipment and services as a capital investment (Cap-Ex) or ongoing operational charges (Opex).

Both