

Request

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. *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?*
3. *Storage (SAN)*
 - a. *What Manufacturer of SAN are you using?*
 - b. *When was the SAN purchased?*
 - c. *How Many Virtual Servers are you running?*
4. *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?*
5. *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?*
6. *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?*

Response

1.
 - a. Included in the Total Managed Service
 - b. Q1 2017
 - c. Incorporated into the whole cost of the Total Managed Service
 - d. Capita

2.
 - a. Included in the Total Managed Service
 - b. Q1 2017
 - c. Incorporated into the whole cost of the Total Managed Service
 - d. Capita

3.
 - a. Included in the Total Managed Service
 - b. As above
 - c. As above

4.
 - a. Included in the Total Managed Service
 - b. As above
 - c. As above

5.
 - a. Yes
 - b. Back up services – size dependant on the amount of data used
 - c. Q1 2017

6.
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 - b. As above