

Derby City Council – Response
ID Reference FOI235315987
Date 01 November 2024

Information Requested	Response
Connectivity and Network Services:	
a. Who provides your WAN and internet connectivity and the annual spend on each	<p>British Telecommunications plc</p> <p>The average annual spend (based on published contract value divided by the number of years) is £222,000 on WAN and Internet connectivity.</p>
b. Who provides your SIP trunks and what is the annual spend	<p>SIP trunk provision is part of the telephony and contact centre support and maintenance service.</p> <p>The service is provided by LoopUp, procured through CDW UK Ltd as part of the council's IT Hardware and Professional Services contract.</p> <p>Annual spend: Information not held (SIP Trunk provision is part of the service provided, and costs are not separated)</p>
c. Who provides your WAN services, is this MPLS, SD WAN or Internet, and what is the annual spend	<p>Who provides our WAN services and what is the annual spend?</p> <p>See answer a. above.</p> <p>Is this MPLS, SD WAN or Internet?</p> <p>Section 31(3) Law Enforcement Exemption</p> <p>We neither confirm nor deny we hold this information - please see the IT security/cyber security guidance published on our website at https://derby.gov.uk/cyber-foi/ for more information about non-</p>

	disclosure reasons.
d. Who provides your LAN infrastructure and what is your annual spend	The Council procures LAN infrastructure from the most suitable provider – there is no dedicated provider and specific annual spend
e. Who provides your WIFI infrastructure and what is your annual spend	The Council procures Wifi infrastructure from the most suitable provider – there is no dedicated provider and specific annual spend
f. Please confirm the manufacturer(s) of your wired network core and edge switching?	Section 31(3) Law Enforcement Exemption We neither confirm nor deny we hold this information - please see the IT security/cyber security guidance published on our website at https://derby.gov.uk/cyber-foi/ for more information about non-disclosure reasons.
g. When was your core network installed?	
h. Has it been updated subsequently?	
i. Who maintains your core network?	Section 31(3) Law Enforcement Exemption We neither confirm nor deny we hold this information - please see the IT security/cyber security guidance published on our website at https://derby.gov.uk/cyber-foi/ for more information about non-disclosure reasons.
j. When is the contract renewal date?	
k. Please confirm value of the initial project?	
l. Please confirm the value of annual support/maintenance services (in £)?	
Telephony and storage:	
1. Telephony and UC/ Collaboration	

a. Please confirm the manufacturer of your telephony system(s) that are currently in place	Section 31(3) Law Enforcement Exemption We neither confirm nor deny we hold this information - please see the IT security/cyber security guidance published on our website at https://derby.gov.uk/cyber-foi/ for more information about non-disclosure reasons.
b. When is your contract renewal date?	IT Hardware & Professional Services contract expires 31/03/2025 with options to extend to 31/03/2027
c. Who maintains your telephony system(s)?	Maintenance agreement is with LoopUp procured through CDW UK Ltd as part of the above IT Hardware and Professional Services contract
d. Do you use Unified Communications or Collaboration tools , if so which ones?	Section 31(3) Law Enforcement Exemption We neither confirm nor deny we hold this information - please see the IT security/cyber security guidance published on our website at https://derby.gov.uk/cyber-foi/ for more information about non-disclosure reasons.
2. Microsoft	
a) What Microsoft 365 licence do you have across the business e.g. E3, E5	Section 31(3) Law Enforcement Exemption We neither confirm nor deny we hold this information - please see the IT security/cyber security guidance published on our website at https://derby.gov.uk/cyber-foi/ for more information about non-disclosure reasons.
b) Which partner looks after your Microsoft tenant?	
c) Where do you host your applications? Do you have on-premise infrastructure or do you host your applications in public or private cloud? Which?	
3. Storage	

a. Does your organisation use on-premise or cloud storage or both?	Section 31(3) Law Enforcement Exemption We neither confirm nor deny we hold this information - please see the IT security/cyber security guidance published on our website at https://derby.gov.uk/cyber-foi/ for more information about non-disclosure reasons.
b. Please confirm the on-premise hardware manufacturer	
c. Please confirm your cloud storage provider	
d. What is your annual spend on cloud storage?	
e. How do you back up your data and with who e.g. Backup as a Service	
Contact Centre, CRM, and AI & Automation:	
1. Contact Centre – target to organisations we know have a CC	
a. Do you have a customer/ citizen facing contact centre? If not please skip these questions.	Yes
b. Do you employ and manage your own agents, or do you outsource to a third party? If you outsource who to?	We employ and manage our own agents.
c. How many contact centre agents do you have?	Section 31(3) Law Enforcement Exemption We neither confirm nor deny we hold this information - please see the IT security/cyber security guidance published on our website at https://derby.gov.uk/cyber-foi/ for more information about non-disclosure reasons.
d. Do agents work from home? Or just your offices?	Both.



e. Please confirm the manufacturer of your contact centre system(s) that are currently in place?	<p>Section 31(3) Law Enforcement Exemption</p> <p>We neither confirm nor deny we hold this information - please see the IT security/cyber security guidance published on our website at https://derby.gov.uk/cyber-foi/ for more information about non-disclosure reasons.</p>
f. When is your contract renewal date?	31 May 2025, with potential extensions up to 31 May 2027
g. Who maintains your contact centre system(s)?	All of the Council's Contact Centre services are procured from CDW Limited , as part of a wider IT Hardware and Professional Services contract
2. CRM	
a. Do you use a CRM in the contact centre? What platform is used?	<p>Yes</p> <p>Platform used:</p> <p>Section 31(3) Law Enforcement Exemption</p> <p>We neither confirm nor deny we hold this information - please see the IT security/cyber security guidance published on our website at https://derby.gov.uk/cyber-foi/ for more information about non-disclosure reasons.</p>
b. Do you use the same CRM for the rest of the organisation? What platform is used?	<p>Section 31(3) Law Enforcement Exemption</p> <p>We neither confirm nor deny we hold this information - please see the IT security/cyber security guidance published on our website at https://derby.gov.uk/cyber-foi/ for more information about non-disclosure reasons.</p>



c. Do you use a knowledge base / knowledge management platform? What platform is used?	Section 31(3) Law Enforcement Exemption We neither confirm nor deny we hold this information - please see the IT security/cyber security guidance published on our website at https://derby.gov.uk/cyber-foi/ for more information about non-disclosure reasons.
3. AI & Automation	
a. Does your organisation have a customer or citizen facing chatbot? If so, who provides this chatbot technology?	AI webchat and voicechat services integrated with our contact centre are procured from ICS.AI Limited
b. Does your organisation utilise RPA technology? If so which RPA technology provider do you use?	Section 31(3) Law Enforcement Exemption We neither confirm nor deny we hold this information - please see the IT security/cyber security guidance published on our website at https://derby.gov.uk/cyber-foi/ for more information about non-disclosure reasons.

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