

Freedom of Information Request FOI 18 45

ICT contracts

Query:

Please provide:

1. A list of the models of all physical servers, storage devices, tape libraries and network switches under support contracts or warranty.
2. The cost and duration of said contracts, with start and end dates and service level associated with the equipment.
3. The names of the suppliers of the aforementioned support services for each contract.
4. I would also request the name and full contact details of the person/s in your organisation responsible for the maintenance support contracts.

Response:

1. A list of the models of all physical servers, storage devices, tape libraries and network switches under support contracts or warranty.

We confirm that we hold some of the information that you have requested. However, the information requested in questions 1 is withheld under Section 24 (National Security) and Section 31 (Law Enforcement).

Section 24

Section 24 exempts information for the purpose of safeguarding national security. It is a qualified exemption, which means that it is subject to a public interest test. We acknowledge the public interest in openness and transparency, but we consider that there is also a public interest in DWFRS protecting national security. Disclosure of information about the models of all of our servers, storage devices, tape libraries and network switches could allow individuals to assess the strength of our defences and undermine the confidentiality and integrity of our systems. Consequently, this could then have an adverse impact on the UK's security. We have therefore concluded that this exemption applies and that non-disclosure serves the public interest better than release in this instance.

For these reasons, we consider that the public interest in maintaining this exemption outweighs the public interest in disclosure.

Section 31

The exemption in section 31(1) (a) is designed to cover all aspects of the prevention and detection of crime.

Section 31 is a qualified exemption, which means that it is subject to a public interest test. We acknowledge the public interest in openness and transparency and we recognise that releasing this information would provide the public with assurance that we are appropriately protecting our ICT systems. However, disclosure of the information requested could aid a criminal who was intent on launching an attack on our ICT systems and could expose DWFRS to potential threats, such as targeted e-



crime and threats of a criminal nature. DWFRS takes protection of its ICT infrastructure very seriously.

For the reasons set out above, we have assessed that the public interest in maintaining this exemption outweighs the public interest in disclosure.

2. The cost and duration of said contracts, with start and end dates and service level associated with the equipment.

There are no specific suppliers with which we have maintenance contracts for the support of our servers. We do the maintenance ourselves, or in conjunction with the supplier services that are part of the contract for the servers. Please note that the server maintenance formed part of the procurement of the servers and storage, and will form part of the procurement exercise when that equipment is replaced late 2020.

Details of our IT, Radio & Telecoms Goods/Services are publicly accessible via the following link:

<https://www.blpd.gov.uk/foi/foi.aspx#&&/wEXBqUNU29ydERpcmVjdGlvbGJJQXNjZW5kaW5nBQtkZGxBcmNoaXZIZAUBMAUOU29ydEV4cHJlc3Npb25lBQIQYWdISW5kZXgFATAFD2RkbE9yZ2FuaXNhGlvbGUCNjEFDWRkbENhdGVnb3JpZXMFajMyDc2Wnd1rTCyXe/Wg9JsN4DM6HnQ=>

3. The names of the suppliers of the aforementioned support services for each contract.

Our network equipment is all under manufacturer warranty and servicing and there is no third-party maintenance contract in place.

4. I would also request the name and full contact details of the person/s in your organisation responsible for the maintenance support contracts.

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