REQUEST UNDER THE FREEDOM OF INFORMATION ACT 2000

I am writing in response to the request you made to BBSRC under the Freedom of Information Act, which was received on Tuesday 5 July 2016.

Statement of information requested

General
- Number of Sites
- Number of Employees
- Number of IT Staff
- Annual IT Budget

Desktop
- Number of Desktops?
- Do you use VDI?
- If so what platform do you use?
- Desktop Refresh date?
- Date support contract ends?
- VDI refresh date (if relevant)?

Datacentre
- Number of Windows Servers?
- Number of UNIX/Linux Servers?
- Server platform?
- Virtualisation platform?
- What operating system do you use?
- Virtualisation refresh dates?
- Percentage Virtualised?
- Server Refresh Date?
- Value of contract?
- Location of datacentre(s)

- Volume of Data in TBs
- Storage Vendor?
- Storage Virtualisation?
- Storage Refresh Date?
- Date Storage support contract ends?
- Value of contract?

- Tape vendor?
- Disk backup?
- What backup software do you use?
- Backup refresh date
- Date backup support contract ends
- Value of support contract
- Disaster Recovery contract renewal date?

- Network vendor?
- Network speed?
- Storage network?
- Network refresh date
- Value of contract
- Do you use WAN optimisation?
- If so what product do you use?
• Network virtualisation?

Applications
• Database vendors?
• Email provider?
• CRM Provider?
• ERP Platform?
• Database Archival?
• Email Archival?
• File Archival?

Cloud
• Are you using or are interested in AWS/Google or Azure for cloud services?
• Do you use any Cloud File Storage? If so, what?
• What automation tools do you use?
• Do you outsource? If so, to which organisation?
• Outsource contract renewal date?

In addition please could you provide a copy of your most recent ICT strategy document and an Organisation chart depicting the IT department with names & contact details?

Background

The Biotechnology and Biological Sciences Research Council (BBSRC) is one of seven Research Councils that work together as Research Councils UK (RCUK). It is funded from the Government’s Department for Business, Innovation and Skills. BBSRC’s budget for 2014/15 was £509M and it supports around 1,600 scientists and 2,000 research students in universities and institutes in the UK. Information about BBSRC’s mission can be found on our website at http://www.bbsrc.ac.uk/organisation/mission.aspx.

UK Shared Business Services (UK SBS) provides a range of services, including IT, to BBSRC and other public sector organisations. UK SBS enters contracts on its clients behalf and provides services to them.

Duty to confirm or deny

BBSRC does hold the information requested.

Requested Information

Please see Annex 1, the ICT Strategy and organogram that accompanies this letter which holds the information requested.

If you have any further questions, please contact me quoting the reference number above.

Yours sincerely

BBSRC Freedom of Information Officer

Publication: please note that this response to your request may be published on a public website.

Complaints Process

If you are dissatisfied with how we have handled your request, you may register a formal complaint with the BBSRC Complaints Officer at complaints.officer@bbsrc.ac.uk, who will conduct an internal review.
If you are not happy with the outcome of the internal review, you have the right to apply directly to the Information Commissioner, Information Commissioner’s Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF, Tel: 01625 545 745, [https://ico.org.uk/](https://ico.org.uk/).
Annex 1

General
• **Number of Sites**
  one site which is the Head Office in Swindon.

• **Number of Employees**
  Total of 293 employees; 281 located at the head office in Swindon, 3 at the Welcome Trust in London, and 9 at the UK Research Office in Brussels. Welcome trust also host UKCDS which is between 2 and 4 staff.

• **Number of IT Staff**
  4

• **Annual IT Budget**
  £K 582.017

Desktop
• **Number of Desktops?**
  6

• **Do you use VDI?**
  Yes for some remote access

• **If so what platform do you use?**
  Citrix

• **Desktop Refresh date?**
  4-5 years

• **Date support contract ends?**
  n.a. Part of a shared service supplier own by Department of Business Innovation and Skills (now BIES)

• **VDI refresh date (if relevant)?**
  Provided by outsource supplier and maintained at acceptable currency level

Datacentre
• **Number of Windows Servers?**
  61 (excluding HyperV hosts)

• **Number of UNIX/Linux Servers?**
  2 (excludes VMWare Hosts)

• **Server platform?**
  Unable to answer as unclear question whether chipset manufacturer or server manufacturer.

• **Virtualisation platform?**
  VMware and Microsoft HyperV
• **What operating system do you use?**
  Microsoft Windows (various Variants from 2008r2 upwards) and Linux

• **Virtualisation refresh dates?**
  Virtualisation platform upgraded at point OS becomes End-of-Life or opportunity arises such as change of Hardware.

• **Percentage Virtualised?**
  98%

• **Server Refresh Date?**
  End-of-Life or opportunity to upgrade presented by change of purpose, application software etc.

• **Value of contract?**
  No applicable contract, services provided by BBSRC

• **Location of datacentre(s)**
  Western Europe (precise data not released on security grounds)

• **Volume of Data in TBs**
  16TB (includes online backups, excludes email provided through Shared Service supplier)

• **Storage Vendor?**
  NetApp

• **Storage Virtualisation?**
  n.a.

• **Storage Refresh Date?**
  End-of-life of product (currently not announced by vendor)

• **Date Storage support contract ends?**
  February 2017

• **Value of contract?**
  7.5k

• **Tape vendor?**
  n.a. Shared service supplier and Cloud services used for backup services.

• **Disk backup?**
  Yes

• **What backup software do you use?**
  Symantec Netbackup used by Shared Service Supplier, also use Azure Backup

• **Backup refresh date**
  n.a. BBSRC used shared service supplier for backups.
• **Date backup support contract ends**
  n.a. BBSRC used shared service supplier for backups.

• **Value of support contract**
  n.a. Shared Service supplier provides a basket of services for a single cost. Breakdown of costs is not available at the required level of detail.

• **Disaster Recovery contract renewal date?**
  n.a., DR facility provided as part of a bucket of services provided by Shared Service supplier and other provided through Microsoft Azure.

• **Network vendor?**
  Unable to answer as unclear what Network this question refers to WAN, WIFI, LAN.

• **Network speed?**
  Unable to answer as unclear what Network this question refers to WAN, WIFI, LAN.

• **Storage network?**
  n.a. Any storage area network used by Shared Service supplier to provide services to multiple clients and not solely for BBSRC.

• **Network refresh date**
  Unable to answer as unclear what Network this question refers to WAN, WIFI, LAN.

• **Value of contract**
  Unable to answer as unclear what Network this question refers to WAN, WIFI, LAN.

• **Do you use WAN optimisation?**
  No

• **If so what product do you use?**
  N/A

• **Network virtualisation?**
  Unable to answer as unclear what Network this question refers to WAN, WIFI, LAN.

**Applications**

• **Database vendors?**
  MySQL, Microsoft SQL Server, Neo4J, MongoDB

• **Email provider?**
  UKSBS Ltd BBSRC Shared Service Supplier (Microsoft Exchange)

• **CRM Provider?**
UKSBS Ltd BBSRC Shared Service Supplier (Siebel)

- ERP Platform?
  Oracle

- Database Archival?
  None

- Email Archival?
  n.a. BBSRC does not currently use file Archiving solution.

- File Archival?
  n.a. BBSRC does not currently use file Archiving solution.

Cloud

- Are you using or are interested in AWS/Google or Azure for cloud services?
  Using Microsoft Azure.

- Do you use any Cloud File Storage? If so, what?
  Using Microsoft Azure.

- What automation tools do you use?
  Microsoft Powershell

- Do you outsource? If so, to which organisation?
  Some services and parts of services are outsourced to:
  - UKSBS Ltd
  - Welcome Trust

- Outsource contract renewal date?
  UKSBS Ltd is a Shared Service supplier own by Department of Business Innovation and Skills (recently changed to DBIES). Date for renewal is linked to current programme of work led by DBIES.

  Welcome Trust IT provide IT support for 4 staff embedded in the Welcome trust. Is renewed annually in April, and is part of the hosting arrangements for those staff.

In addition please could you provide a copy of your most recent ICT strategy document and an Organisation chart depicting the IT department with names & contact details?

BBSRC does not publish the names and contact details of Staff with the exception of the Associate Director of Information, Paul Chitson, reachable through the Switchboard on 01793 413200. These details are not to be used for sales purposes.

ICT Strategy Document and an organisation chart accompany this document.
Information

Associate Director Information (G)
Paul Chitson

- Not IT Role
- Senior Developer – UX / Digital Lead
- Systems Administration and Support Officer
- Service Manager / Database Administrator
- Development and Realisation Manager

Includes following roles:
- Deputy SIRO
- ITSO/ISO
- Acting DPO
- Technical Architect

Not IT Role