

Reference: IR748

Date issued: 7 August 2020

Communications and Services

I am writing in response to your request for information dated 20 July in which you requested information regarding communications & services. We hold some information which matches the description of the information requested and I have set this out below.

For ease of reference, I have reproduced your questions below and set out our corresponding responses.

Please confirm the manufacturer of your telephony system(s) that are currently in place?

Microsoft (Skype)

When was the installation date of your telephony equipment? **17 July 2018**

Who maintains your telephony system(s)? **All telephony is currently provided under a single contract with Interoute (now called GTT)**

Please confirm value of the initial project and value of annual support/maintenance services (in £)?

The contract is for a hosted Skype solution. It also includes a SIP trunk connection to a legacy phone switch on premises, to facilitate moving our users off the legacy switch and onto the hosted Skype solution. The contract covers "direct dial in" numbers or "lines" for 335 users. The fixed element of the monthly charge is £3,865.50 plus an estimated £248 monthly for call charges. Procurement was through the G Cloud 9 Crown Commercial Services Framework.

Does your annual maintenance service include moves, adds and changes? And if not what is the annual cost of moves, adds & changes? **Yes**

When is your contract renewal date? **July 2021**

Do you use Unified Communications or Collaboration tools such as Microsoft Skype for Business/ Teams/Cisco/Avaya/Mitel? If yes, what tools are you currently using? **Yes – Skype and Teams**

Please confirm the manufacturer of your Contact centre system(s) that are currently in place? **n/a**

When was the installation date of your contact centre infrastructure? *n/a*

Who maintains your contact centre system(s)? *n/a*

Please confirm value of the initial project and value of annual support/maintenance services (in £)? *n/a*

How many contact centre employees/agents do you have? *n/a*

Do agents work from home? Or just your offices? *n/a*

When is your contract renewal date? *n/a*

Do you use a CRM in the contact centre? What platform is used? *n/a*

Do you use a knowledge base / knowledge management platform? What platform is used? **SharePoint Online**

Who currently provides your calls and lines? **GTT, included in Skype contract referenced above**

What is your current annual spend on calls and lines? **As above**

When is your contract renewal date? **As above**

Who provides your wide area network? How many sites are connected? **PSBA (Wales Government run framework contract), 6 sites**

How many employees do you have overall within your organisation? **280**

Can you provide contact details for your procurement lead / category manager for these services?

Contact details: ITSupport@audit.wales or call on 02920 320690.

Can you provide names and contact details for the following people within your organisation?

CIO / IT Director *n/a*

Head of IT

I am withholding the name of the WAO Head of IT under s40(2) of the Freedom of Information Act as this is the personal data of the role holder and disclosure would breach the data protection principles of the Data Protection Act 2018. This is an absolute exemption. In withholding this information I have considered the ICO guidance on the disclosure of personal data <https://ico.org.uk/media/for-organisations/documents/2614720/personal-information-section-40-and-regulation-13-version-21.pdf> and its guidance on requests for information about public authority employees https://ico.org.uk/media/for-organisations/documents/1187/section_40_requests_for_personal_data_about_employees.pdf. The role of Head of IT is a middle management role, it is not public facing and the role holder does not hold specific responsibility

for the spending of public funds – this rests at a higher level in the organisation.

Head of Digital Transformation *n/a*

Head of Customer services *n/a*

If you wish to complain about the handling of your request, please write to Martin Peters, Head of Law and Ethics, by email to martin.peters@audit.wales or by post to 24 Cathedral Road, Cardiff, CF11 9LJ.

I must also refer you to section 50 of the Freedom of Information Act under which you may apply to the Information Commissioner for a decision on whether or not your request has been dealt with in accordance with the Act. The Information Commissioner's contact details are:

Information Commissioner's Office

Wycliffe House

Water Lane

Wilmslow

Cheshire SK9 5AF

email : casework@ico.gsi.gov.uk

Tel: 01625 545745

Fax: 01625 524510

You should note, however, that the Information Commissioner would normally expect you to have exhausted our internal complaints procedures before dealing with such an application. Further guidance may be found on the Information Commissioner's website: <https://ico.org.uk/>

If you have any queries, please do not hesitate to contact me.

Yours sincerely,

Information Officer