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Our Ref: MGLA181016-9771

27 October 2016

Dear ██████,

Freedom of Information Act request

Thank you for your request for information which the GLA received on 18 October 2016. Your request has been dealt with under the Freedom of Information Act 2000 and we can today provide you with a response to your request.

General

- Number of Sites - 4

- Number of Employees - GLA / MOPAC and OPDC staff are supported by the GLA IT Service – this is about 1000 employees of which 822 are GLA employees.

- Number of IT Staff - 27

- Annual IT Budget - This can vary from year to year – in this year it is £4,132,000 Revenue / £502,000 Capital

Desktop

- Number of Desktops? - Over 1000 of which the 797 belong to the GLA

- Do you use VDI? - No

- If so what platform do you use? - N/A

- Desktop Refresh date? - Every 3 / 4 years

- Date support contract ends? - Desktop Support is provided in-house

- VDI refresh date (if relevant)? - N/A

Datacentre

- Number of Windows Servers - Our Windows servers are run in a virtualised environment licensed with Windows Server Data Centre and hosted on 11 VMWare servers

- Number of UNIX/Linux Servers - This is a virtualised – the number of virtual servers changes on an almost daily basis

- Server platform - MS Windows Server 2008 R2 and Ubuntu

- Virtualisation platform - VMWare 5

- What operating system do you use? - MS Windows 7 and Ubuntu

- Virtualisation refresh dates? - This work is on-going

- Percentage Virtualised? – Approximately 80%

- Server Refresh Date? – This is an on-going process – physical equipment is updated approximately every 4 years

- Value of contract? – N/A

- Location of datacentre(s) – Transport for London's Data centre in Woking

- Volume of Data in TBs – 120

- Storage Vendor? – Cristie Data

- Storage Virtualisation? – VMware

- Storage Refresh Date? – We are moving to the cloud so we do not intend to go through another storage refresh

- Date Storage support contract ends? – We are moving our services into the cloud and will not be buying a new SAN – current cover in place to August 2018

- Value of contract? – £116K

- Tape vendor? – N/A

- Disk backup? – Backup services undertaken by Falconstor NSS

- What backup software do you use? – Backup services undertaken by Falconstor NSS

- Backup refresh date – We are moving to the cloud and are reviewing our back-up strategy as part of this work.

- Date backup support contract ends – August 2018

- Value of support contract – £42K

- Disaster Recovery contract renewal date? – There is no disaster recovery contract – we use Transport for London to provide DR facilities for us as part of a shared service agreement with them

- Network vendor? – Insight

- Network speed? – 100 Mb to the desktop

- Storage network? – Nexsan / Nimble

- Network refresh date – This year

- Value of contract – £35K per year

- Do you use WAN optimisation? – No

- If so what product do you use? – N/A

- Network virtualisation? – N/A

Applications

- Database vendors? - Microsoft, Oracle and Open Source

- Email provider? - Microsoft

- CRM Provider? - Microsoft

- ERP Platform? - SAP

- Database Archival? - N/A

- Email Archival? - Enterprise Vault

- File Archival? - N/A

Cloud

- Are you using or are interested in AWS/Google or Azure for cloud services? - We use both

- Do you use any Cloud File Storage? If so, what? - We use AWS

- What automation tools do you use? - Github, Jenkins

- Do you outsource? - No – our service is provided in-house but we do have contracts for support and maintenance (see answers above)

- Outsource contract renewal date? - N/A

In addition, please could you provide a copy of your IT Strategy for 2017 and an Organisation chart depicting the IT department with contact names?

Please find these documents enclosed.

If you have any further questions relating to this matter, please contact me, quoting the reference at the top of this letter.

Yours sincerely

If you are unhappy with the way the GLA has handled your request, you may complain using the GLA's FOI complaints and internal review procedure, available at: https://www.london.gov.uk/about-us/governance-and-spending/sharing-our-information/freedom-information