Further to your Information request FOI64940 please find your questions and our responses below:

I would be grateful if you could provide a response to the following list of questions relating to your current ICT infrastructure and future ICT upgrade plans.

1. What is the name & official title of the Director responsible for Information Technology deployments?

Response: Rocco Labellarte Head of IT and Change.

2. What is the name & official title of the person responsible for defining your Data, Voice, Video, unified communications and Conferencing requirements?
   a. Data;
   b. Voice;
   c. Video;
   d. Unified Communications
   e. Conferencing;
   f. ICT Security;

Response: For items a to e it is Dan Brookman of ICT. For f it is Peter Strode ICT Security and Information Manager.

3. How many connected users do you have and how many sites are these users distributed over?

Response: 1,500 with 50 sites.

4. Please provide details of manufacturer(s) and model(s) of existing PBX equipment used across the network.

Response: Siemens HiPath 4000

5. Do you have any plans to implement / upgrade PBX equipment to support VoIP?

Response: No

6. How much are you paying for telephony calls between council locations?

Response: I have been advised we do not hold this information.

7. Who is your primary data network (LAN / WAN) vendor?

Response: CISCO, BT & Virgin

8. Who is your call center vendor?

Response: Siemens.

9. Please state number of call center seats?
Response: 40

10. Who are your voice service providers?

Response: Virgin & BT & Southern Communications & Vodafone.

11. Do you have (or are there plans) to upgrade voice connectivity to use SIP trunks

Response: No

12. Do you use or plan to implement unified communications between sites?

Response: No

13. Who is your primary Unified communications vendor?

Response: N/A

14. Do you use or have plans to implement Microsoft Lync between locations.

Response: Yes

15. What VoIP projects have been identified within the next 12 months?

Response: None.

16. Do you use a consultancy company for ICT advice or training?

Response: Yes as required. Several companies used.

17. Is your ICT needs provided under a managed service contract? If so, what company?

Response: No.

This concludes your request FOI64940.

If you require translation of the information you have been sent please do not hesitate to contact us.

If you are unhappy with the information we have provided in response to your request please write to:

Information Management Team Manager
Royal Borough of Windsor & Maidenhead
Town Hall, St Ives Road
Maidenhead
SL6 1RF

or send an e-mail to martin.tubbs@rbwm.gov.uk

We are proud to be one of the leading authorities in England for consistently responding to information requests within the 20 working days set down by
statute. Information about our performance and summaries of requests received can be found on our website:

http://www.rbwm.gov.uk/web/foi_information_requests.htm

We are keen to hear about your experience with the Information Management Team here at the Royal Borough of Windsor & Maidenhead and look forward to receiving any comments you have about the way your information request was processed.

Please send any feedback to the Information Management Team Manager either by e-mail martin.tubbs@rbwm.gov.uk or in writing to the address above.

Yours sincerely

Chris Daniels
Information Management Officer
Legal Department
Corporate Directorate
Royal Borough of Windsor & Maidenhead
Town Hall, St.Ives Road
Maidenhead SL6 1RF