



21 June 2017

FREEDOM OF INFORMATION REQUEST – 729/17

Dear Sir/Madam

Your request for information has now been considered and the information requested is provided below.

Request/Response:

1. What is your current phone system and what is the current licence configuration, including contact centre arrangements?

Answer: The phone system uses FreePBX and pushes call centre calls through an application called Queuemetrics to handle distribution of calls / reporting / categorisation etc.

2. What is the telephony architecture (is it hosted, resilient, etc.)?

Answer: This is hosted in-house as well as a failover backup server for resilience.

3. When does the maintenance agreement run out and who is the system maintained by?

Answer: These servers are maintained by Leicestershire Health Informatics Service – this is renewed March of each year.

4. When do you next plan to upgrade your phone system?

Answer: We are currently upgrading to latest version of this solution with Leicestershire Health Informatics Service, this upgrade is nearing completion.

5. How many SIP/ISDN lines and DDIs do you have, when does the contract end and who provides them?

Answer: We have 20 ISDN lines covering a total of about 476 DDIs, these are supplied by Daisy. We are currently working with Daisy to move to SIP and to move to a new contract with them

6. What is your IT infrastructure architecture (WAN), who provides it and when does it expire?

Answer: There is a fibre connection to the main site provided by BT with a number of circuits each with different expiry dates. Our internet connection is with Star.

7. What is your LAN infrastructure and when do you plan to carry out any upgrades or refreshes?

Answer: We use Cisco/Dell switches, Dell servers and client devices. Upgrades and refreshes occur every 4-6 years for client devices so the timing on this depends on when they were bought in. A refresh of approximately 60 devices is already ongoing at the moment.

8. Can you provide a copy of your IT strategy?

Answer: Rutland County Council has no formal published IT Strategy.

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You can also complain to the Information Commissioner at:

The Information Commissioner's Office
Wycliffe House, Water lane
Wilmslow, Cheshire
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Tel: 01625 545700

Yours faithfully

FOI Administrator
Corporate Support Team, Rutland County Council