



Reference: FOI3499

Request:

1. Who is the current provider for the council's network infrastructure? - When considering network infrastructure this is specifically the switching hardware and wireless access points that may be deployed throughout the council's estate and associated cabling etc.

Avaya

2. How many sites does the council have responsibility for that require a network infrastructure as detailed above?

110

3. What manufacturer does the council use for the above-mentioned network infrastructure?

Avaya

4. What are the approximate number of network switches deployed throughout the estate?

250

5. What are the approximate number of wireless access points deployed across the estate?

350 APs

6. What is the latest Wi-Fi version the council support i.e. 802.11 b/g/n/ac/ax

802.11ac

7. Does the council provide public Wi-Fi access via its network infrastructure and wireless access points it has deployed?

Yes, in selected locations

8. How often do the council refresh the deployed network infrastructure?

Approximately 4 - 6 years

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9. When do the existing contracts for the switching network and wireless network expire?

Network switch S&M November 2021

Wi-Fi June 2021

10. What vendor currently provides the council's cyber security system?

There are a number of cyber security systems used within the Authority. However, this information is exempt from disclosure under 31(1)(a) the prevention or detection of crime. The Authority considers that disclosing this information would make itself, more vulnerable to crime as it would expose to the public vulnerabilities and information which could pose a risk to the Authority's ICT security.

11. How many users utilise the cyber security solution?

Depending on the solution it could be all solutions.

12. How often does the cyber security solution get refreshed or upgraded?

As and when necessary dependent on individual solutions.

13. Who provides the current cyber security solution? I.e. is this direct with the software company or through a partner?

These solutions are provided through a partner, Engie.

14. When do the existing contracts for the current cyber security solution expire?

Various times. However, the information requested is not held by the Authority, as it outsourced a number of its central "back-office" services to Engie under a long-term contract that commenced on 1st November 2012. The arrangement will last until 2022 but may be extended until 2027. As such this service is provided for the Council by Engie as part of a much larger ICT contract with a contract value of £4.656m per annum. Engie is a private company and as such is exempt from the provisions of the Freedom of Information Act.

15. How do the council purchase new hardware is this via a standard industry framework agreement or directly to the market via an open tendering process?

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16. Does the council have a fully defined IT strategy?

Yes

17. If the answer to question 10 is yes can a copy be provided?

See attached "North Tyneside Digital Strategy 20 January 2020"

18. Can the council provide a copy of the IT departments organisational chart or if not available a list of the names and roles of those people that work in it.

The information requested is not held by the Authority, as it outsourced a number of its central "back-office" services to Engie under a long-term contract that commenced on 1st November 2012. However, see attached, DIGITAL SERVICES ORGANISATIONAL CHART, for Council ICT structure.

19. Finally, can the council confirm if the IT department make the final decisions with regards to purchasing new solutions for the IT environment.

No

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