

**Subject:** Request for information on communications and services use by National Records of Scotland (NRS).

**FOI reference:** 202100183522

**Date received:** 23 March 2021

**Date responded:** 12 April 2021

**Information requested:**

Request for information on communications and services use by National Records of Scotland (NRS). The questions asked are provided in the response from NRS.

**NRS Response:**

**1 Telephony and UC/ Collaboration**

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

Mitel on site.

1.2 When was the installation date of your telephony equipment?

9/2010 (replacement of remaining analogue lines and extension of Mitel system)

4/2017 (Refresh of desktop equipment).

1.3 When is your contract renewal date?

October 2021.

1.4 Who maintains your telephony system(s)?

Daisy Group Limited.

1.5 Please confirm the value of the initial project.

Hardware purchase and installation - £52,677.

1.6 Please confirm the total ongoing annual spend on telephony.

£71,232.

1.7 Please confirm the annual support cost for your telephony system.

£24,406.

1.8 Do you use Unified Communications or Collaboration tools , if so which ones?

Microsoft Teams.

## 2. Contact Centre

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

Mitel.

2.2 When was the installation date of your contact centre infrastructure?

September 2010.

2.3 When is your contract renewal date?

October 2021.

2.4 Who maintains your contact centre system(s)?

Daisy Group Limited.

2.5 Please confirm value of the initial project?

Included in costs above (unable to separate these costs out), please see answer to 1.5 in relation to the value of the initial telephony project.

2.6 Please confirm the value of annual support/maintenance services (in £)? And overall annual spend for the contact centre

Included in costs above (unable to separate these costs out), please see answer to 1.7 in relation to annual support cost for the telephony system and 1.6 for overall annual spend on telephony.

2.7 How many contact centre agents do you have?

The telephony installation includes this functionality but this is not currently in use. During the COVID emergency NRS made use of the no cost tactical solution used across the wider Scottish Government to allow three members of staff to answer our main telephone line from home.

2.8 Do agents work from home? Or just your offices?

Home.

2.9 Do you use a CRM in the contact centre? What platform is used?

No.

2.10 Do you use a knowledge base / knowledge management platform? What platform is used?

No.

### 3. Connectivity and Network Services

3.1 Who provides your WAN and internet connectivity and the annual spend on each?

SWAN Capita - £129,903.83.

Vodafone - £4,267.32.

Virgin Media - £14,396.38.

3.2 Have you, or do you plan to deploy SD Wan services?

No.

3.3 Have you got SIP trunks, if so who from and confirm annual spend?

Gamma - £4,071.

3.4 Please confirm who provides your LAN, WIFI and Security infrastructure.

While our aim is to provide information whenever possible, in this instance we are unable to provide the information you have requested because an exemption under section 35(1)(a) (prevention or detection of crime) of FOISA applies to that information. The reasons why that exemption applies are explained in the Annex to this letter.

3.5 Please confirm your annual spend on each.

New hardware purchases in 2020/21:

LAN - £35,789.01.

WIFI - no spend.

Security - £11,632.61.

3.6 Please confirm your data centre switching and security infrastructure and have you deployed cloud based security and threat management.

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## 4. Organisation

4.1 How many employees do you have overall within your organisation?

499.

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

Sue Barber, NRS Chief Purchasing/Procurement Officer, leads the central procurement team.

All contact about procurement and contracts should be made via the NRS :

Procurement Queries Mailbox - [Procurement\\_Queries\\_Mailbox@nrscotland.gov.uk](mailto:Procurement_Queries_Mailbox@nrscotland.gov.uk)

Further information including on contract opportunities can be found at [Procurement | National Records of Scotland \(nrscotland.gov.uk\)](http://Procurement|National_Records_of_Scotland(nrscotland.gov.uk)).

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

4.3.1 CIO / IT Director

Laura Lucas is Director of IT Services.

4.3.2 Head of IT

Laura Lucas.

4.3.3 Head of Digital Transformation

This is not a designated role within National Records of Scotland.

4.3.4 Head of Customer services

Anne Slater is Director of Operations and Deputy SRO Scotlands Census 2022.

## **Annex - Reasons for not providing information**

### An exemption applies, subject to the public interest test

An exemption under section 35(1)(a) (prevention or detection of crime) of FOISA applies to the information you requested because its disclosure would be likely to prejudice the prevention or detection of crime. The release of this information would reveal to the world at large details of NRS's security infrastructure and processes that a malicious third party could exploit to carrying out a criminal act.

This exemption is subject to the 'public interest test'. Therefore, taking account of all the circumstances of this case, we have considered if the public interest in disclosing the information outweighs the public interest in applying the exemption. We have found that, on balance, the public interest lies in favour of upholding the exemption.

We recognise that there is a public interest in disclosing information as part of open and transparent government, and we acknowledge the general interest of the public in our security infrastructure and processes. However, the importance of protecting the public by maintaining the security of our networks and protecting public data far outweighs the general interest in this case. There is no public interest in releasing information which could jeopardise the security of the public data we take care to safeguard.