

ICT and Broadband

10/08/2012

Request for Information.

Thank you for your request received on 27 July 2012 in which you asked the following question, all of which have been answered individually.

What Mobile Email Platform do you use?

All e-mail services are provided by the Outlook 2010.

How many Non-Vodafone Voice Connections do you have?

We have 110 smartphone and 14 mobile phone voice connections.

Who is the provider of your Fixed Line call minutes?

Telephony is provided by our out-sourced ICT provider Atos; they have contracts with third-party suppliers (SECL) and use the PBSA.

When is your Fixed Line call minutes contract up for renewal?

The ICT services contract runs until April 2014

Who is your current WAN provider?

The WAN is provided by our out-sourced ICT provider; they have contracts with third-party suppliers and the main circuits are provided by BT.

When is your WAN contract up for renewal?

The ICT services contract runs until April 2014

Who is your Fixed Broadband Provider?

All broadband is provided by our out-sourced ICT provider; they have contracts with third-party suppliers and the majority of circuits are provided by BT.

When is your Fixed Broadband contract up for renewal?

The ICT services contract runs until April 2014

Bae Caerdydd
Caerdydd
CF99 1NA
Cardiff Bay
Cardiff
CF99 1NA

What make is your primary PBX?

It is Realitis, from Siemens Enterprise Communications Limited (SECL)

How many PBX extensions do you have?

We have 1,012 extensions

How many voice lines do you have?

We have 135 SIP trunks

What vendor make is your Call Centre solution?

Siemens OpenScape contact Centre Enterprise

How many Call Centre agents do you have?

Seven active agents including managers

How many Office Based workers do you have?

There are approximately 350 offices based staff, plus another 350 users of our systems.

How many Smartphone devices do you have?

We have approximately 110 smartphone devices.

Your request has been considered according to the principles set out in the Code of Practice on Public Access to Information. The code is published on our website at http://www.assemblywales.org/abthome/about_us-commission_assembly_administration/abt-foi/abt-foi-cop-pub.htm

If you have any questions regarding this response please contact me. If you feel you have cause for complaint, please follow the guidance at the end of this letter.

Yours sincerely

**Alison Rutherford
Access to Information Coordinator
National Assembly for Wales**

Cause for concern or complaint with your FOI response?

If you believe that I have not applied the Code correctly or have not followed the relevant laws, you may make a formal complaint to the Chief Executive and Clerk at the National Assembly for Wales, Cardiff Bay. Details of the Assembly's complaints principles are set out in the Code of Practice on Complaints available on the Internet at <http://www.assemblywales.org/conhome/con-complaint.htm>. Please advise me if you wish to receive a printed copy.

If you are not content with the outcome of the internal review, you have the right to apply directly to the Information Commissioner for a decision. The Information Commissioner can be contacted at:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Alison Rutherford
Access to Information Coordinator
National Assembly for Wales