

Finance and Corporate Services
Information Management

21 March 2011
FOIA reference: F0001136

Dear XXXX

I am writing in respect of your recent application of 1 March 2011, for the release of information held by the Civil Aviation Authority (CAA).

Your request:

I would be grateful if you could answer the following questions:

1. How many Staff (full head-count NOT WTE's) are employed in IT functions?
2. Do you have an internal Information Technology team or is Information Technology totally Outsourced?
3. If Outsourced, to which Company?
4. Is your Information Technology Infrastructure managed internally or outsourced?
5. If Outsourced, to which Company?
6. Are your Desktop computers managed internally or outsourced?
7. If Outsourced, to which Company?
8. Is your Systems Development/Applications Management managed internally or Outsourced?
9. If Outsourced, to which Company?
10. How many Desktop Computers are in use?
11. How many Laptop Computers are in use?
12. Which Server Platform(s) do you use:
 - IBM/PCM Mainframe: (**Please state which Operating System(s)** – e.g. z/OS, z/VM, z/VSE)?
 - UNIX: (**Please state which Operating System(s)** – e.g. Sun Solaris, AIX etc.)?
 - Microsoft Windows: (**Please state which Operating System(s)** – 2003, 2008 etc)?
 - System I: ?
 - Others: (**Please be kind enough to state**)?
13. How many Physical Servers are in use?
14. How many Virtual Servers are in use?

Civil Aviation Authority

Aviation House GW Gatwick Airport South Crawley West Sussex England RH6 0YR www.caa.co.uk
Telephone 01293 768512 rick.chatfield@caa.co.uk

Our response:

In assessing your request in line with the provisions of the Freedom of Information Act 2000, we are pleased to be able to provide the information below.

1. Thirty Nine
2. Combination of internal and outsource.
3. Logica and Computacenter
4. Internally
5. N/A
6. Outsourced
7. Computacenter
8. Combination of internal and outsource
9. Logica
10. Eight hundred and four
11. Seven hundred and twenty four
12.
 - o N/A
 - o N/A
 - o 2000, 2003, 2008
 - o N/A
 - o DEC ALPHA VMS
13. One hundred and twenty two
14. Seventy

If you are not satisfied with how we have dealt with your request in the first instance you should approach the CAA in writing at:-

Mark Stevens
External Response Manager
Civil Aviation Authority
Aviation House
Gatwick Airport South
West Sussex
RH6 0YR

mark.stevens@caa.co.uk

The CAA has a formal internal review process for dealing with appeals or complaints in connection with Freedom of Information requests. The key steps in this process are set in the attachment.

Should you remain dissatisfied with the outcome you have a right under Section 50 of the Freedom of Information Act to appeal against the decision by contacting the Information Commissioner at:-

Information Commissioner's Office
FOI/EIR Complaints Resolution
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF
www.ico.gov.uk/complaints.aspx

Should you wish to make further Freedom of Information requests, please use the e-form at <http://www.caa.co.uk/foi>.

Yours sincerely

Rick Chatfield
FoIA & EIR Case Manager

CAA INTERNAL REVIEW & COMPLAINTS PROCEDURE

- The original case to which the appeal or complaint relates is identified and the case file is made available;
- The appeal or complaint is allocated to an Appeal Manager, the appeal is acknowledged and the details of the Appeal Manager are provided to the applicant;
- The Appeal Manager reviews the case to understand the nature of the appeal or complaint, reviews the actions and decisions taken in connection with the original case and takes account of any new information that may have been received. This will typically require contact with those persons involved in the original case and consultation with the CAA Legal Department;
- The Appeal Manager concludes the review and, after consultation with those involved with the case, and with the CAA Legal Department, agrees on the course of action to be taken;
- The Appeal Manager prepares the necessary response and collates any information to be provided to the applicant;
- The response and any necessary information is sent to the applicant, together with information about further rights of appeal to the Information Commissioners Office, including full contact details.