

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

10 January 2017
Reference: F0003021

Dear [REDACTED]

I am writing in respect of your recent request of 14 December 2016, for the release of information held by the Civil Aviation Authority (CAA). Your request has been considered in line with the provisions of the Freedom of Information Act 2000 (FOIA).

Your request:

- **The total number of IT staff employed by the organisation**
37 FTEs
- **Please list and provide contact details for the IT senior management team including CIO, IT Director, Head of IT and Infrastructure Architects if applicable**
Head of Information Services: Lawrence Murtagh, 01293 567171
Head of Infrastructure: Darryl Sampson, 01293 567171
Infrastructure Solutions Architect: Olie Denyer, 01293 567171
- **Please confirm your current primary storage vendors and replacement/refresh dates.**
NetApp Storage
March 2019+
- **Please confirm your current backup/data recovery vendors and replacement/refresh dates.**
NetBackup
March 2019+
- **Please confirm your server vendor and replacement/refresh date**
HP Proliant
2+ Years
- **Please confirm data centre refresh date.**
5+ years

- **Please confirm the amount of used storage and number of virtual / physical servers.**
34TB
593 Virtual / 43 Physical
- **Please confirm if you are utilising desktop virtualisation technologies and if so how many users do you provide services for?**
VmWare
20-30 Users
- **Please confirm which hypervisor you are currently using?**
VmWare
vSphere
- **Total available budget for IT infrastructure for FY16/17 and FY17/18.**
FY16/17: £428k
FY17/18: £550k

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:-

Caroline Chalk
Head of External Information Services
Civil Aviation Authority
Aviation House
Gatwick Airport South
Gatwick
RH6 0YR

caroline.chalk@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 FOIA to appeal against the decision by contacting the Information Commissioner at:-

Information Commissioner's Office
FOI/EIR Complaints Resolution
Wycliffe House
Water Lane
Wilmslow
SK9 5AF
<https://ico.org.uk/concerns/>

If you wish to request further information from the CAA, please use the form on the CAA website at <http://publicapps.caa.co.uk/modalapplication.aspx?appid=24>.

Yours sincerely



Rihanne Stephen
Information Rights Officer

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.