

[REDACTED]
[REDACTED]

14 February 2017
Reference: F0003067

Dear [REDACTED]

I am writing in respect of your recent request of 20 January 2017, 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:

1. **What is your annual IT Infrastructure Budget for 2016, 2017 & 2018?**
FY16/17: £428k
FY 17/18: £550k
2. **What storage vendor(s) and model do you currently use?**
NetApp Storage – FAS2240
NetApp Storage – FAS8040
3. **When was the installation date of above storage vendor(s)? (Month/year)**
March 2016
4. **When is your planned (or estimated) storage refresh date? (Month/year)**
March 2019+
5. **What is your estimated budget for the refresh?**
£250k
6. **What is the capacity of the storage data in TB?**
34TB
7. **The total number of IT staff employed by the organization:**
37 FTEs
8. **Please list and provide contact details for the IT senior management team including CIO, IT Director 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

- 9. Please confirm if you are utilising desktop virtualisation technologies and if so how many users do you provide services for?**

VMWare
20-30 Users

- 10. What backup software do you use?**

NetBackup

- 11. How much data do you backup in TB?**

80-100TB

- 12. Number of servers?**

90 (based on number of licenses)

- 13. What operating system(s) do you use?**

Windows 2003 Server
Windows 2008 Server
Windows 2012 Server

- 14. Number of virtualised servers?**

593

- 15. What percentage of your environment is virtualised?**

93%

- 16. If you outsource your IT works, please provide who it is with and when the contract started and ends.**

Computacenter Sep 2015-Aug 2017
CGI Sep 2014-Aug 2017

- 17. Please also name all of the IT re-sellers that you work with and buy from, as well as the frameworks that you use for the release of any tenders etc.**

Bytes Security Partnerships
Computacenter
Proact UK
Specialist Computer Center
Softcat Ltd

- 18. Please also approximate the time spent managing your IT systems, specifically storage, per week in the unit of man hours. Also approximate the amount of time taken carving out LUNs and/or Volumes.**

6 Man Hours
3 Man Hours

- 19. Please list any and all pain points that the IT teams, and organisation as a whole, experience with regard to the storage and usage of the virtualised workloads.**

N/A

- 20. How is your storage connected, i.e. via Fibre Channel, Ethernet (NFS or ISCSI). If your storage is currently connected via Fibre Channel, do you have access to 10 GB Ethernet, or 1 GB ethernet, and if so, please declare which. Fibre Channel, Ethernet (NFS or ISCSI) 10 GB Ethernet.**

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.