11 November 2022

Dear

ATISN 16757 - IT Systems

Information requested

Thank you for your request which I received on 14 October 2022. I have set out at Annex A the information you have requested.

Our response

The information you have requested is set out at Annex B.

Next steps

If you are dissatisfied with the Welsh Government's handling of your request, you can ask for an internal review within 40 working days of the date of this response. Requests for an internal review should be addressed to the Welsh Government's Freedom of Information Officer at:

Information Rights Unit,
Welsh Government,
Cathays Park,
Cardiff,
CF10 3NQ

or Email: Freedom.ofinformation@gov.wales

Please remember to quote the ATISN reference number above.

You also have the right to complain to the Information Commissioner. The Information Commissioner can be contacted at:

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

However, please note that the Commissioner will not normally investigate a complaint until it has been through our own internal review process.

Yours sincerely

Annex A

1.   What Software Systems or Hardware are currently used by the body (please identify each system if more than one is used) for:
     - Contact Centres?
     - Telephony?
     - Privileged Access Management?
2.   When do the contracts expire for each software system?
3.   Do you have any planned changes or upgrades of the software currently used? If so, when?
4.   If you do not have a system how are the programmes and projects managed currently?
5.   Who is the person responsible for the identified Software Systems? Please provide full name, title and contact information if possible.

Annex B

1. What Software Systems or Hardware are currently used by the body (please identify each system if more than one is used) for:		
- Contact Centres?	Anywhere365	
	Microsoft Teams	
	Virtual Session Boarder controllers	
	SharePoint	
	Azure SQL	
	PowerBI	
- Telephony?	Microsoft Teams with E5 call Plans	
- Privileged Access Management?	Microsoft Active Directory	
2. When do the contracts expire for each software system?		
- Contact Centres?	Anywhere365	17-Jan-23
	Microsoft Teams	N/A - Licence
	AudioCodes Mediant	N/A - Licence
	SharePoint	N/A - Licence
	Azure SQL	N/A - Licence
	PowerBI	N/A - Licence
- Telephony?	Microsoft Teams with E5 call Plans	N/A - Licence
- Privileged Access Management?	Microsoft Active Directory	N/A - Licence
3. Do you have any planned changes or upgrades of the software currently used? If so, when?	Not at present	
4. If you do not have a system how are the programmes and projects managed currently?	Not applicable to Welsh Government	
5. Who is the person responsible for the identified Software Systems? Please provide full name, title and contact information if possible.	Cath Yemm, Head of ICT Strategy and Services, Cath.Yemm@gov.wales	