



**Request Reference: 3174**

FOI Request dated 04/06/2024

Request –

*LAN*

- a1 Which primary LAN hardware do you use (eg Extreme, Juniper, Cisco)*
- a2 When did you last conduct a major refresh of this infrastructure/how many devices?*
- a3 Who is the reseller or supplier of this LAN hardware?*
- a4 Who maintains the LAN?*
- a5 When is your maintainance renewal/expiry date ?*
- a6 Have you recently reviewed/when are you next reviewing this infrastructure?*

*WLAN Wireless LAN*

- b1 Which primary WLAN hardware do you use (eg Extreme, Juniper, Cisco)*
- b2 When did you last conduct a major refresh of this infrastructure/how many devices?*
- b3 Who is the reseller or supplier of this WLAN hardware?*
- b4 Who maintains the WLAN?*
- b5 When is your maintainance renewal/expiry date ?*
- b6 Have you recently reviewed/when are you next reviewing this infrastructure?*

*Data Centre*

- c1 Which primary data centre hardware do you use (eg Extreme, Juniper, Cisco)*
- c2 When did you last conduct a major refresh of this infrastructure/how many devices?*
- c3 Who is the reseller or supplier of this data centre hardware?*
- c4 Who maintains the data centre equipment?*
- c5 When is your contract renewal/expiry date ?*
- c6 Have you recently reviewed/when are you next reviewing this infrastructure?*
- c7 Which DC compute technology do you use? (eg HP, Lenovo, Supermicro)*
- c8 Which DC storage technology do you use? (eg netapp, dell, IBM)*

*WAN/Internet Connectivity*

- d1 Who provides your WAN (eg BT, Virgin)*
- d2 Who provides your internet connectivity (eg BT, Virgin)*
- d3 When is your maintainance renewal/expiry date ?*
- d4 Who provides your SD-WAN (eg Palo Alto, Meraki)*
- d5 Do you plan to introduce SD-WAN in the future?*
- d6 Have you recently reviewed/when are you next reviewing this infrastructure?*
- d7 Which hypervisor do you use (eg VMware)*

*SIP*

- e1 Which SIP carrier do you use (eg BT, Gamma, Virgin)*
- e2 Who provides/resells this SIP?*
- e2 How many SIP channels do you have*

e3 When is your contract renewal/expiry date ?  
 e4 Have you recently reviewed/when are you next reviewing this service?

**Mobile**

f1 Which Mobile carrier do you use (eg Vodafone)  
 f2 Who provides/resells this service ?  
 f2 How many mobile connections do you have  
 f3 When is your contract renewal/expiry date ?  
 f4 Have you recently reviewed/when are you next reviewing this service?

**Telephony**

g1 Which phone systems do you use (eg Mitel, Avaya, 8x8)  
 g2 When was the current system installed?  
 g3 Is this on premise or cloud based?  
 g4 How many users?  
 g5 When is your contract renewal/expiry date ?  
 g6 Have you recently reviewed/when are you next reviewing this service?

**Teams Phone System**

h1 Do you use Microsoft for PSTN calling?  
 h2 Which types of Microsoft telephony do you use (eg Calling plan, Skype, Operator Connect, Direct routing)  
 h3 How many users?  
 h4 If you dont currently use, are you looking to implement ?  
 h5 Have you recently reviewed/when are you next reviewing this service?

**Contact centre**

i1 Which contact centre systems do you use (eg Genesys, Avaya, Enghouse)  
 i2 When was the current system installed?  
 i3 Is this on premise or cloud based?  
 i4 How many agents?  
 i5 When is your contract renewal/expiry date ?  
 i6 Have you recently reviewed/when are you next reviewing this service?

**Response**

Aruba
November 2022. 650 Devices
Specialist Computer Centre
UoH
N/A
No review

Aruba
November 2022, 1200 Devices
Specialist Computer Centre
UoH
N/A

No review
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Aruba
June 2024, 20 devices
Specialist Computer Centre
UoH
N/A
No review planned
Dell
NetApp, Tintri

JISC
JISC
Not Applicable
Not Applicable
No
Higher Education dedicated network - No Review Planned
VMWare

Gamma
Fournet
80
Nov-26
New Service, implemented November 2023

Virgin Media O2
Direct
270
Feb-26
New Service, implemented March 2024

N/A See MS Teams
Nov-23
Cloud
1,580
Nov-26

New Service, implemented November 2023
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Yes
Direct Routing
1,500
N/A
New Service, Implemented November 2023

Nice CX-One
Nov-23
Cloud
80
Nov-26
New Service, implemented November 2023