

A: LAN

1. Which primary LAN hardware do you use (eg Extreme, Juniper, Cisco)
2. When did you last conduct a major refresh of this infrastructure/how many devices?
3. Who is the reseller or supplier of this LAN hardware?
4. Who maintains the LAN?
5. When is your maintenance renewal/expiry date?
6. Have you recently reviewed/when are you next reviewing this infrastructure?

REF1; Please note that following a recent procurement award, Wigan Council have a fully managed ICT Service provided by Agilisys for a 10-year period. As a result, a number of these questions cannot be answered as we don't own the contract or the commercials directly with suppliers.

- 1) HP Aruba
- 2) Circa 10 years ago, planned for 2024
- 3) Agilisys
- 4) Agilisys
- 5) See REF1
- 6) See REF1

B: WLAN Wireless LAN

1. Which primary WLAN hardware do you use (eg Extreme, Juniper, Cisco)
2. When did you last conduct a major refresh of this infrastructure/how many devices?
3. Who is the reseller or supplier of this WLAN hardware?
4. Who maintains the WLAN?
5. When is your maintenance renewal/expiry date?
6. Have you recently reviewed/when are you next reviewing this infrastructure?

- 1) HP Aruba
- 2) Ongoing replacement of hardware year by year
- 3) Agilisys
- 4) Agilisys
- 5) See REF1
- 6) See REF1

C: Data Centre

1. Which primary data centre hardware do you use (eg Extreme, Juniper, Cisco)
2. When did you last conduct a major refresh of this infrastructure/how many devices?
3. Who is the reseller or supplier of this data centre hardware?
4. Who maintains the data centre equipment?
5. When is your contract renewal/expiry date?
6. Have you recently reviewed/when are you next reviewing this infrastructure?
7. Which DC compute technology do you use? (eg HP, Lenovo, Supermicro)
8. Which DC storage technology do you use? (eg netapp, dell, IBM)

- 1) Section 31(1)(a) of the Freedom of Information Act 2000 (FoIA) states that information is exempt information if its disclosure under this Act would, or would be likely to, prejudice the prevention or detection of crime.

Disclosure under the FoIA is deemed to be disclosure to the world at large, i.e. placing it in the public domain. Disclosure of the requested information would be valuable information to potential cyber criminals as it could be used in a targeted attack of our critical infrastructure.

We therefore believe that the exemption at section 31(1)(a) of the FoIA is engaged.

This exemption is subject to a Public Interest Test. Whilst the Council acknowledges the inherent public interest in transparency in the **devices and software** used, it believes in this case the public interest in protecting the personal and sensitive data held on its systems is of more significance. Furthermore, the cost to the public purse of responding to cyber attacks adds to the balance of arguments against disclosure. Taking these factors into consideration, the Council assesses the public interest is not in favour of disclosure.

- 2) Ongoing replacement of hardware year by year
- 3) Agilisys
- 4) Agilisys
- 5) See REF1
- 6) See REF1

D: WAN/Internet Connectivity

1. Who provides your WAN (eg BT, Virgin)
2. Who provides your internet connectivity (eg BT, Virgin)
3. When is your maintenance renewal/expiry date?
4. Who provides your SD-WAN (eg Palo Alto, Meraki)
5. Do you plan to introduce SD-WAN in the future?
6. Have you recently reviewed/when are you next reviewing this infrastructure?
7. Which hypervisor do you use (eg VMware)

- 1) Agilisys
- 2) Agilisys
- 3) See REF1
- 4) Agilisys
- 5) See REF1
- 6) See REF1
- 7) Section 31(1)(a) of the Freedom of Information Act 2000 (FoIA) states that information is exempt information if its disclosure under this Act would, or would be likely to, prejudice the prevention or detection of crime.

Disclosure under the FoIA is deemed to be disclosure to the world at large, i.e. placing it in the public domain. Disclosure of the requested information would be valuable information to potential cyber criminals as it could be used in a targeted attack of our critical infrastructure.

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E: SIP

1. Which SIP carrier do you use (eg BT, Gamma, Virgin)
2. Who provides/resells this SIP?
3. How many SIP channels do you have
4. When is your contract renewal/expiry date?
5. Have you recently reviewed/when are you next reviewing this service?

- 1) Agilisys
- 2) Agilisys
- 3) See REF1
- 4) See REF1
- 5) See REF1

F: Mobile

1. Which Mobile carrier do you use (eg Vodafone)
2. Who provides/resells this service?
3. How many mobile connections do you have
4. When is your contract renewal/expiry date?
5. Have you recently reviewed/when are you next reviewing this service?
 - 1) Vodafone
 - 2) Vodafone
 - 3) 4,480 as at 10 June 2024 (voice only, data only, voice and data connections)
 - 4) 14 July 2026
 - 5) To be reviewed before contract expiry

G: Telephony

1. Which phone systems do you use (eg Mitel, Avaya, 8x8)
2. When was the current system installed?
3. Is this on premise or cloud based?
4. How many users?
5. When is your contract renewal/expiry date?
6. Have you recently reviewed/when are you next reviewing this service?
 - 1) Mitel
 - 2) Circa 10 years ago
 - 3) on premise
 - 4) See REF1
 - 5) See REF1
 - 6) 2024

H: Teams Phone System

1. Do you use Microsoft for PSTN calling?
2. Which types of Microsoft telephony do you use (eg Calling plan, Skype, Operator Connect, Direct routing)
3. How many users?
4. If you don't currently use, are you looking to implement?
5. Have you recently reviewed/when are you next reviewing this service?
 - 1) No
 - 2) MS Teams
 - 3) 4,500 +
 - 4) N/A
 - 5) Recently Reviewed as of Feb 2024

I: Contact centre

1. Which contact centre systems do you use (eg Genesys, Avaya, Enghouse)
2. When was the current system installed?
3. Is this on premise or cloud based?
4. How many agents?
5. When is your contract renewal/expiry date?
6. Have you recently reviewed/when are you next reviewing this service?
 - 1) Netcall Liberty Converse and Connect
 - 2) 2016
 - 3) Cloud
 - 4) 45 FTE
 - 5) 23rd December 2024
 - 6) Yes – new provider confirmed