



06 August 2014

By email to: [REDACTED]

Dear [REDACTED]

I refer to your Freedom of Information request received on 8 July 2014 about hardware maintenance.

I would like to request the following breakdown of the University's hardware maintenance and costs:

A list of the models of the physical servers, storage devices, tape libraries, network switches and routers under support contracts; as well as the cost and duration of said contracts, with start and end dates and service level associated with the equipment.

Could you also supply the names of the suppliers of aforementioned support services?

I would also request the name of the person/s in your organisation responsible for the maintenance support contracts.

I can confirm that the University holds some of the information requested and is releasing this to you in part.

The University's Response

FOI Request: Hardware maintenance and costs:

1. **Q Associates Ltd** (3 years – until 31 May 2017); SLA: 24x7, 4 hour parts delivery
Cisco UCS system (5 x 5108 Blade Chassis and B200 blades)
4 x Nexus 5548 Switches
NetApp storage FAS3220 HA Pair
2 x NetApp storage FAS2240 HA Pair
2. **Network First** (3 years – until 31 May 2017); SLA: 24x7, 4 hour parts delivery
2 x Huawei S9600 Core Switches
3. **Pervasive** (3 years – until 30 June 2017); SLA: 24x7, 4 hour parts delivery
2 x Aruba 7210 Wifi controllers

Total Contract Value: Information withheld on the grounds of commercial sensitivity, and commercial sensitivity of our Agents/Partners, as per Section 33(1)(b) of the Freedom of Information (Scotland) Act 2002.

Abertay contact: CIS & Infrastructure Services Manager, [REDACTED]

This concludes the University's response

Your right to seek a review of how your information request was managed.

If you are not satisfied with our response or our reasoning set-out above, you have forty working days in which to request a review of our decision. Any request should be put in writing and should be sent to the University Secretary, Abertay University, at the address provided below. The request should:

- (a) detail your request for a review of our decision to be undertaken
- (b) describe the nature of your original request
- (c) explain the reasons why you are dissatisfied with our response

University Secretary
Abertay University
Bell Street
Dundee
DD1 1HD
Tel (01382) 308016

E-mail S.Stewart@abertay.ac.uk

If you remain dissatisfied with how your request for information has been dealt with, you also have the right to apply to the Scottish Information Commissioner for a decision as to whether we have handled your request properly.

Information relating to your right to seek review is available from the Scottish Information Commissioner's website:

<http://www.itspublicknowledge.info>

or by contacting the Scottish Information Commissioner's Office at the following address:

Scottish Information Commissioner,
Kinburn Castle,
Doubledykes Road, St Andrews,
Fife KY16 9DS
Telephone: 01334 464610
Fax: 01334 464611

E-mail: <mailto:enquiries@itspublicknowledge.info>

Website: <http://www.itspublicknowledge.info>

If you are unhappy with the Commissioner's decision, you have the right to appeal further to the Court of Session on a point of law.

Yours sincerely,

FOI Processing
Secretariat
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