

			Please complete the green fields	Responses
			Organisation Name:	
1	IT Budget/Funding	a	What is the total IT spend for Financial Year 2015-2016?	5451607
		b	What is the IT Capital spend for Financial Year 2015-2016?	2200000
		c	What is the total IT Operational/Revenue spend for Financial Year 2015-2016?	3251607
		d	What is the planned IT spend on 3rd Party Support/Outsourcing contracts as part of "c" above? (Revenue spend)	863000
		e	What is the planned IT spend on 3rd Party Projects/Outsourcing contracts as part of "b" above? (Capital spend)	2200000
2	Infrastructure: Storage	a	What is the total amount of Storage Centrally supported in TBs?	750
	Storage	b	How many FTEs support the storage in 2a above?	1
	Servers	c	How many Physical Wintel based servers are supported? How many logical servers are supported?	127/410

	Servers	d	How many Physical Unix/Linux based servers are supported? How many logical servers are supported?	1/10
	Servers	e	How many FTEs support the Wintel Servers in 2c above?	8
	Servers	f	How many FTEs support the Unix/Linux Servers in 2d above?	8
3	Network	a	How many Network Firewalls are supported by IT (or suppliers)?	46
	Network	b	How many FTEs support the Firewalls in 3a above?	1
4	Databases	a	How many Oracle Databases are supported?	0
	Databases	b	How many SQL Databases are supported?	50
	Databases	c	How many FTEs support the Oracle Databases in 4a above?	0
	Databases	d	How many FTEs support the SQL Databases in 4b above?	1
5	End User Computing	a	How many Workplace Users are supported?	12000

	End User Computing	b	How many FTEs support the Workplace Users in 5a above?	9
	Service Desk/Help Desk	c	How many Service Desk Incidents are logged per year?	65365
	Service Desk/Help Desk	d	How many FTEs support the Service Desk Incidents at the Service Desk/Help Desk in 5c above?	11

Many thanks for providing this information.

We are an IT Measurement & Benchmarking company and we intend to re-use your data for research into a brief survey analysis. The results of the analysis will only be shared with you (if requested) and anonymously with other organisations that provided us with FOI data.

Your data may be used and stored on our database anonymously. It will only be used when included as part of a group of peers, alongside similar data. This is normally presented to clients as an average or similar and no data is explicitly identified as coming from a specific source.

Notes	Comments (add as required)
	Forecast
Includes Health Records	
	Forecast
Include only centrally supported by IT (ignore desktop/laptop storage. Generally include SANs and file server storage.	
Full Time Equivalent (FTEs). People may multi-task so proportion of people's time may need to be calculated	
Data centre or server rooms supported by IT. Answer format: 50/100 (physical/logical)	

Current Unix/Linux based servers within Data centre or server rooms supported by IT	
Full Time Equivalents (FTEs). People may multi-task so proportion of people's time may need to be calculated	
Full Time Equivalents (FTEs). People may multi-task so proportion of people's time may need to be calculated. If the FTEs for Wintel & Unix cannot be split put total for both and comment to explain	Same group of people as for the wintel servers
Put "0" if Oracle databases are not installed/supported by IT	
Put "0" if SQL databases are not installed/supported by IT	
Include all users that could contact IT for support (have access to a workplace device (PC, Laptop, Tablet, Smart phone)	

Exclude Service Desk include Desktop Support FTEs	
Incidents that are logged on Service desk toolset (tickets) raised by end users or IT themselves (exclude Requests, Alerts & child tickets)	
FTEs at first level (may include 2nd Level) if considered part of the Service Desk.	

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