

FOI Request: Server Maintenance/Support  
Our Reference Number: 1314219

· **Server Hardware Maintenance (e.g. 24x7 break fix)**

Only Manufacturers extended warranties are used for hardware, no third party warranty/support is taken out post the manufacturer's warranty – we normally take the extended warranty to cover the equipment for 5 years when it's purchased.

· **Server Software Licensing (e.g. VMware, Solaris, Unix, Linux, Windows Server)**

The CCG's don't have any Software Licensing agreements, they need to purchase a Software license for Windows, SQL server, etc whenever a system is procured for them.

· **Server Software Maintenance/Support (e.g. VMware, Solaris, Unix, Linux, Windows Server)**

The CCG's don't have any software maintenance agreements.

· **Storage Area Network Maintenance/Support (e.g. EMC, HP, NetApp etc)**

The CCG's don't have any Storage Area Network Maintenance or support as they don't own any kit of this type.

**For each of the types of server ICT contracts above can you please send me the following data types:**

**Contract Title: If there is more than one supplier please split each contract individually.**

**Existing/Current Supplier:**

**Hardware/software Brand(s): VMware, HP, Dell etc**

**Number of Users: Number users within the organisation**

**Operating System (Platform) : (Windows, Linux, Unix, VMWare etc.)**

**Total number of Servers (Physical) per supplier:**

**Total number of Virtual Servers per supplier:**

**Total Contract Value: (For the whole duration of the contract, if the total value sent is per annum please state this in the response)**

**Contract Duration: (Please can you also include notes if the contract includes any contract extension periods.)**

**Contract Expiry Date:**

**Contract Review Date: (An approximate date of when the organisation is planning to review this particular contract.)**

**Brief Contract Description:**

**Internal Contact: (The person from within the organisation that is responsible for reviewing and renewing this particular contract. Please include their full name, job title, direct contact number and direct email address.)**

We do hold this information, the only agreements in place for any software is for equipment owned and used only by the Central Support Unit (CSU). The CSU has a Microsoft Enterprise Agreement and has maintenance agreements for VMware as well as a number of HP and EMC SAN's however these are nothing to do with the CCG's