

# ICT key information

## Service delivery

The ICT strategy can be found here: [ICT and digital strategy](#).

The cabinet member for ICT is Cllr Paul Kendrick and his contact details can be found on our website here: [Cllr Paul Kendrick](#).

## ICT Key Capital spend

Budget information can be found on our website here: [Budgets](#).

	Network	Servers	Desktop	Laptop/tablets	Numbers
Apr-13		167,980			
Oct-13			405,112		800 desktops
Mar-14			79,008		
May-14		60,178	63,324		
Aug-14				16,526	
Nov-14		93,508			
Jul-15		90,422		163,325	260 tablets
Oct-16		53,336			
Jan-17	95,322				
Mar-17		52,101			
Nov-17		47,763			
Jul-18	227,722				
Apr-20		422,026			
Sep-20				22,161	20 pilot laptops
Dec-20				36,277	35 laptops
Mar-21				720,375	750 laptops

## Users and equipment in use

- Number of IT users: Approx. 950
- Number of desktops: 162
- Number of laptops: 808
- Number of tablet devices: 39

## **Security**

A public interest test is likely to be applied in all cases where details pertaining to the council's ICT security have been requested.

### **Cyber-attacks**

Under Section 31(1) of the Freedom of Information Act, 2000, the Council can neither confirm nor deny whether details about numbers and types of cyber-attacks are held.

Confirming or denying whether information is held on cyber-attacks and what remedial measures may or may not have been taken, could aid malicious parties by encouraging further attacks. Attacks on IT systems are criminal offences, so to provide information or confirmation of information being held might prejudice the prevention of crime by facilitating the possibility of an offence being carried out. There is a very strong public interest in the effectiveness of law enforcement and the prevention of crime.

This is a qualified exemption where consideration has been made as to whether the public interest in maintaining the exemption outweighs the public interest in confirming whether such information is held or not.

FOI requests about specific details of security products and how the council's systems are protected can also be withheld under Section 31 of the Act because disclosure places the organisation at risk of fraud and crime. Such systems hold information about individuals and, therefore, the possible chain of events resulting from releasing this information could put individuals, and authorities, at risk of criminal activity.

### **Cyber awareness and training**

We take potential ICT threats extremely seriously and have numerous security mitigation controls in place in line with both audit and the strict public sector network and payment card industry requirements, including a comprehensive security policy that all users are required to sign up to before access is granted to our systems. We also have regular user awareness campaigns such as the Cyber security week/ plus regular ad hoc messages to encourage vigilance.

A robust incident and management response plan is also in place in the event of an incident.

## End user devices

### Laptop devices and docking stations

<b>Supplier</b>	Dell
<b>Name / brand / version info</b>	Laptops – Latitudes
<b>Spend</b>	£720,375
<b>Contract details (start / expiry / review dates)</b>	Council run open tender
<b>Contact for contract</b>	<a href="mailto:procurement@norwich.gov.uk">procurement@norwich.gov.uk</a>
<b>Number of users/licences approx.</b>	OEM per device x 750
<b>Additional information</b>	Laptops procured in January 2021

### Smart phones plus mobile device management application

<b>Supplier</b>	Vodafone
<b>Name / brand / version info</b>	n/a
<b>Annual average spend</b>	£17k
<b>Contract details (start / expiry / review dates)</b>	New contract awarded in April 19 – March 22
<b>Contact for contract</b>	Paul Gooch Contract Support and Applications Manager, <a href="mailto:paulgooch@norwich.gov.uk">paulgooch@norwich.gov.uk</a>
<b>Number of users/licences approx.</b>	534 – voice – 386 Data

## Enterprise telephony

### Telephony platform

<b>Description</b>	Contact Centre telephony
<b>Supplier</b>	Workplace People
<b>Name / brand / version info</b>	Anywhere365
<b>Annual average spend</b>	£15.5k
<b>Contract details (start / expiry / review dates)</b>	Sept 20-Sept 23
<b>Contact for contract</b>	<a href="mailto:procurement@norwich.gov.uk">procurement@norwich.gov.uk</a>

### Telephony platform

<b>Description</b>	Managed Support
<b>Supplier</b>	Risual
<b>Name / brand / version info</b>	MS Teams
<b>Annual average spend</b>	£27k
<b>Contract details (start / expiry / review dates)</b>	Sept 20-Sept 21
<b>Contact for contract</b>	<a href="mailto:procurement@norwich.gov.uk">procurement@norwich.gov.uk</a>

**NB** – MS Teams is use corporately and licenced via our Microsoft Enterprise Licence agreement with Phoenix - £51.99 per user.

### Fixed line telephony

<b>Supplier</b>	Adept Telecom PLC
<b>Name / brand / version info</b>	90 ASDL, 190 Single lines
<b>Annual average spend</b>	£40k rental
<b>Contract details (start / expiry / review dates)</b>	Sept 20 – Sept 23
<b>Contact for contract</b>	<a href="mailto:procurement@norwich.gov.uk">procurement@norwich.gov.uk</a>

### LAN support and maintenance

<b>Description</b>	LAN Support
<b>Supplier</b>	Virgin Media
<b>Name / brand / version info</b>	
<b>Annual average spend</b>	£20k
<b>Contract details (start / expiry / review dates)</b>	Oct 18 – Oct 23
<b>Contact for contract</b>	Paul Gooch, Contract Support and Applications Manager <a href="mailto:paulgooch@norwich.gov.uk">paulgooch@norwich.gov.uk</a>

### Core WAN services and internet access and SIP Trunking

<b>Supplier</b>	Updata Infrastructure (UK) Ltd
<b>Name / brand / version info</b>	Equinix
<b>Annual average spend</b>	£75.5k
<b>Contract details (start / expiry / review dates)</b>	4 year contract commencing Mar 2020
<b>Contact for contract</b>	<a href="mailto:procurement@norwich.gov.uk">procurement@norwich.gov.uk</a>
<b>Number of users/licences approx.</b>	5 sites

## Software

### Microsoft Enterprise Agreements

<b>Supplier</b>	Phoenix
<b>Name / brand / version info</b>	Microsoft Enterprise Agreements
<b>Annual average spend</b>	£212k
<b>Contract details (start / expiry / review dates)</b>	Mar 2019 – Mar 2022
<b>Contact for contract</b>	Paul Gooch Contract Support and Applications Manager, <a href="mailto:paul.gooch@norwich.gov.uk">paul.gooch@norwich.gov.uk</a>
<b>Approx. users/licences</b>	800 users

## Email service

<b>Supplier</b>	Microsoft
<b>Name / brand / version info</b>	Microsoft Exchange
<b>Annual average spend</b>	Included with Enterprise licence
<b>Contract details (start / expiry / review dates)</b>	Mar 2019–22

## Contact management (CRM), workflow and EDRMS

<b>Description</b>	EDRMS, Contact Manager and multiple Local Govt service modules, e.g Environmental Health, Housing etc.
<b>Supplier</b>	Civica
<b>Name / brand / version info</b>	Contact360 (v25)
<b>Annual average spend</b>	£160k
<b>Contract details (start / expiry / review dates)</b>	March 2017 to 2022 with an option to extend for an additional 2 years.
<b>Contact for contract</b>	Paul Gooch, Contract Support and Applications Manager, <a href="mailto:paulgooch@norwich.gov.uk">paulgooch@norwich.gov.uk</a>
<b>Approx. users / licences</b>	900 users

## Income Management (Cash Receipting)

<b>Description</b>	E-/CPP/CNP Payments, Automated Telephone Payments, Distribution Management etc.
<b>Supplier</b>	Civica
<b>Name / brand / version info</b>	Civica Pay (fully cloud hosted)
<b>Annual average spend</b>	£31k
<b>Contract details (start / expiry / review dates)</b>	5 year fixed term contract signed Oct 2019
<b>Contact for contract</b>	Paul Gooch, Contract Support and Applications Manager, <a href="mailto:paulgooch@norwich.gov.uk">paulgooch@norwich.gov.uk</a>
<b>Approx. users / licences</b>	80 users

## Human Resources

<b>Description</b>	Personnel and Organisation management
<b>Supplier</b>	Advanced Business Software and Solutions
<b>Name / brand / version info</b>	iTrent
<b>Annual average spend</b>	£16k
<b>Contract details (start / expiry / review dates)</b>	5 year contract (with a two year extension option) – signed Jun 17
<b>Contact for contract</b>	<a href="mailto:procurement@norwich.gov.uk">procurement@norwich.gov.uk</a>
<b>Number of users/licences approx.</b>	Based on 952 staff
<b>Additional information</b>	The new HR system was deployed in Oct 18

## Payroll

<b>Description</b>	Payroll services
<b>Supplier</b>	Sefton District Council
<b>Name / brand / version info</b>	MyView- (Fully cloud hosted)
<b>Annual average spend</b>	£35k
<b>Contract details (start / expiry / review dates)</b>	4 year contract Oct 18 – Sept 22
<b>Contact for contract</b>	<a href="mailto:procurement@norwich.gov.uk">procurement@norwich.gov.uk</a>
<b>Number of users/licences approx.</b>	Based on all staff

## Finance system

<b>Description</b>	Core Finance plus Collaborative Planning, OCR Scanning and AR Corp debt chase and Making Tax Digital
<b>Supplier</b>	Advanced Business Solutions
<b>Name / brand / version info</b>	e5
<b>Annual average spend</b>	£15k
<b>Contract details (start / expiry / review dates)</b>	November 2019 – June 2022
<b>Contact for contract</b>	Paul Gooch Contract Support and Applications Manager, <a href="mailto:paulgooch@norwich.gov.uk">paulgooch@norwich.gov.uk</a>
<b>Number of users/licences approx.</b>	385 users

## Housing Management system

<b>Description</b>	Housing stock and tenancy management
<b>Supplier</b>	Capita
<b>Name / brand / version info</b>	Academy
<b>Annual average spend</b>	£85k
<b>Contract details (start / expiry / review dates)</b>	Rolling annual (April – March)
<b>Contact for contract</b>	Paul Gooch Contract Support and Applications Manager, <a href="mailto:paulgooch@norwich.gov.uk">paulgooch@norwich.gov.uk</a>
<b>Number of users/licences approx.</b>	390 users

## Planning system

<b>Description</b>	LLPG, Planning, Licensing, Environmental Health
<b>Supplier</b>	IDOX
<b>Name / brand / version info</b>	Uniform
<b>Annual average spend</b>	£66k
<b>Contract details (start / expiry / review dates)</b>	1/9/20-31/8/23
<b>Contact for contract</b>	Paul Gooch Contract Support and Applications Manager, <a href="mailto:paulgooch@norwich.gov.uk">paulgooch@norwich.gov.uk</a>
<b>Approx. users/licences</b>	50 concurrent

## Revenues and benefits system

<b>Description</b>	Council Tax, NNDR (Business Rates) and Benefits and Citizen access
<b>Supplier</b>	Northgate
<b>Name / brand / version info</b>	Northgate (part cloud hosted)
<b>Annual average spend</b>	£104k
<b>Contract details (start / expiry / review dates)</b>	April 21 – Mar 26
<b>Contact for contract</b>	Paul Gooch Contract Support and Applications Manager, <a href="mailto:paulgooch@norwich.gov.uk">paulgooch@norwich.gov.uk</a>
<b>Approx. users/licences</b>	150 users

## Contact Centre Repair and Diagnostic Tool

<b>Supplier</b>	Omfax
<b>Name / brand / version info</b>	Keyfax repairs diagnostic and online repairs
<b>Annual average spend</b>	£9k
<b>Contract details (start / expiry / review dates)</b>	April 21 - March 22, rolling contract
<b>Contact for contract</b>	Paul Gooch, Contract Support and Applications Manager, <a href="mailto:paulgooch@norwich.gov.uk">paulgooch@norwich.gov.uk</a>
<b>Approx. users/licences</b>	390 users

## Time Recording & Charging

<b>Supplier</b>	Pillar
<b>Name / brand / version info</b>	Profess Office Core - City Dev Database and Planning section database
<b>Annual average spend</b>	£2.4k
<b>Contract details (start / expiry / review dates)</b>	April 21 - March 22, rolling contract
<b>Contact for contract</b>	Paul Gooch Contract Support and Applications Manager, <a href="mailto:paulgooch@norwich.gov.uk">paulgooch@norwich.gov.uk</a>
<b>Approx. users/licences</b>	110 users

## Printing Software

<b>Supplier</b>	Objectflune Ltd
<b>Name / brand / version info</b>	Pres ID Bar code and Postscript
<b>Annual average spend</b>	£2.8k
<b>Contract details (start / expiry / review dates)</b>	Jan 21-Jan 22, annual rolling contract
<b>Contact for contract</b>	Paul Gooch Contract Support and Applications Manager, <a href="mailto:paulgooch@norwich.gov.uk">paulgooch@norwich.gov.uk</a>
<b>Number of users/licences approx.</b>	1 workstation

## Trees Database

<b>Supplier</b>	RA Information Systems
<b>Name / brand / version info</b>	Ezytreev Tree Management and Inventory
<b>Annual average spend</b>	£4k
<b>Contract details (start / expiry / review dates)</b>	Nov 20- Oct 21, rolling contract
<b>Contact for contract</b>	Paul Gooch Contract Support and Applications Manager, <a href="mailto:paulgooch@norwich.gov.uk">paulgooch@norwich.gov.uk</a>
<b>Number of users/licences approx.</b>	4 licences

## Citrix Fobs

<b>Supplier</b>	Orange cyberdefense UK Ltd
<b>Name / brand / version info</b>	SAS Cloud
<b>Annual average spend</b>	£18k
<b>Contract details (start / expiry / review dates)</b>	Aug 20- Jul 21
<b>Contact for contract</b>	Paul Gooch Contract Support and Applications Manager, <a href="mailto:paulgooch@norwich.gov.uk">paulgooch@norwich.gov.uk</a>
<b>Approx. users/licences</b>	680

## System Security

<b>Supplier</b>	CHESS
<b>Name / brand / version info</b>	Email Secure Gateway
<b>Annual average spend</b>	£16k
<b>Contract details (start / expiry / review dates)</b>	April 19 – April 22
<b>Contact for contract</b>	Paul Gooch Contract Support and Applications Manager, <a href="mailto:paulgooch@norwich.gov.uk">paulgooch@norwich.gov.uk</a>
<b>Number of users/licences approx.</b>	850 users



## Elections

<b>Supplier</b>	IDOX
<b>Name / brand / version info</b>	Elections, EROS support, Adest Doc Mgt (EROS scan) (5 user + 1 network), AVantGuard Auto network (3 user)
<b>Annual average spend</b>	£15k
<b>Contract details (start / expiry / review dates)</b>	Dec 20 – Nov 21
<b>Contact for contract</b>	Paul Gooch Contract Support and Applications Manager, <a href="mailto:paulgooch@norwich.gov.uk">paulgooch@norwich.gov.uk</a>
<b>Approx. users/licences</b>	As above

## Meeting Room Manager

<b>Supplier</b>	Gladstone
<b>Name / brand / version info</b>	MRM and Plus 2 and barcode reading software
<b>Annual average spend</b>	£3.9k
<b>Contract details (start / expiry / review dates)</b>	Nov 20 – Oct 21, rolling contract
<b>Contact for contract</b>	Paul Gooch Contract Support and Applications Manager, <a href="mailto:paulgooch@norwich.gov.uk">paulgooch@norwich.gov.uk</a>
<b>Approx. users/licences</b>	7 user licence

## GIS

<b>Supplier</b>	ESRI
<b>Name / brand / version info</b>	ArcGIS,EDN,Localview,Fusion Navigator Flex Geotemplate and webpublisher- (part cloud hosted)
<b>Annual average spend</b>	£39k
<b>Contract details (start / expiry / review dates)</b>	April 21 – April 22, rolling contract
<b>Contact for contract</b>	Paul Gooch Contract Support and Applications Manager, <a href="mailto:paulgooch@norwich.gov.uk">paulgooch@norwich.gov.uk</a>
<b>Approx. users/licences</b>	Desktop users 30, web 750 users

## Network Security

<b>Supplier</b>	Virgin Media
<b>Name / brand / version info</b>	Firewall maintenance
<b>Annual average spend</b>	£1k
<b>Contract details (start / expiry / review dates)</b>	Feb 19 – Feb 22
<b>Contact for contract</b>	Paul Gooch Contract Support and Applications Manager, <a href="mailto:paulgooch@norwich.gov.uk">paulgooch@norwich.gov.uk</a>
<b>Approx. users/licences approx.</b>	750 users

## Parking (Permits and PCNs)

<b>Supplier</b>	ICES(Bramblehub)
<b>Name / brand / version info</b>	Parking3Sixty / Permit Gateway
<b>Annual average spend</b>	£54k
<b>Contract details (start / expiry / review dates)</b>	Aug 20 – Jul 24
<b>Contact for contract</b>	Paul Gooch Contract Support and Applications Manager, <a href="mailto:paulgooch@norwich.gov.uk">paulgooch@norwich.gov.uk</a>
<b>Approx. users/licences</b>	35 licences

## Website/Customer Experience Management (CXM)

<b>Supplier</b>	Spacecraft
<b>Name / brand / version info</b>	Jadu CMS, XFP and Paybridge CXM subscription service –(part cloud hosted)
<b>Annual average spend</b>	£46k
<b>Contract details (start / expiry / review dates)</b>	Apr 21 – Apr 22
<b>Contact for contract</b>	Paul Gooch Contract Support and Applications Manager, <a href="mailto:paulgooch@norwich.gov.uk">paulgooch@norwich.gov.uk</a>
<b>Approx. users/licences</b>	n/a (site)

## Print Services

<b>Supplier</b>	Xerox Ltd
<b>Name / brand / version info</b>	27 MFD's 2 Bulk Printers and 33 Desktop printers
<b>Annual average spend</b>	£48k
<b>Contract details (start / expiry / review dates)</b>	1/8/20-31/7/21
<b>Contact for contract</b>	Paul Gooch Contract Support and Applications Manager, <a href="mailto:paulgooch@norwich.gov.uk">paulgooch@norwich.gov.uk</a>

## Planning Design

<b>Supplier</b>	Keysoft
<b>Name / brand / version info</b>	Keyscape, Keylines KeyOSC AutoCAD and Autodesk, Autoturn
<b>Annual average spend</b>	£11k
<b>Contract details (start / expiry / review dates)</b>	Rolling annual April 21 – Mar 22
<b>Contact for contract</b>	Paul Gooch, Contract Support and Applications Manager, <a href="mailto:paulgooch@norwich.gov.uk">paulgooch@norwich.gov.uk</a>
<b>Approx users/licences</b>	50 users

## Middleware

<b>Supplier</b>	NDL
<b>Name / brand / version info</b>	awiDX, awiSX, awiQX, awiMX
<b>Annual average spend</b>	£15k
<b>Contract details (start / expiry / review dates)</b>	SX – Aug 18 – Aug 21
<b>Contact for contract</b>	Paul Gooch, Contract Support and Applications Manager, <a href="mailto:paulgooch@norwich.gov.uk">paulgooch@norwich.gov.uk</a>
<b>Number of users/licences approx.</b>	site licence

## Web Security

<b>Supplier</b>	Softcat
<b>Name / brand / version info</b>	Web Filter
<b>Annual average spend</b>	£6k
<b>Contract details (start / expiry / review dates)</b>	Dec 18 – Nov 21
<b>Contact for contract</b>	Paul Gooch Contract Support and Applications Manager, <a href="mailto:paulgooch@norwich.gov.uk">paulgooch@norwich.gov.uk</a>
<b>Number of users/licences approx.</b>	750 users

## Rental Income Management

<b>Supplier</b>	Mobysoft
<b>Name / brand / version info</b>	RentSense – Early intervention tool-(Fully cloud hosted)
<b>Annual average spend</b>	£94k
<b>Contract details (start / expiry / review dates)</b>	Jul 21 – Jun 23 Cloud Hosted – Private Cloud
<b>Contact for contract</b>	<a href="mailto:procurement@norwich.gov.uk">procurement@norwich.gov.uk</a>

## Digital Platform

<b>Supplier</b>	Capita
<b>Name / brand / version info</b>	Outsystems – Hosting/licencing, platform support and maintenance- (Fully cloud hosted)
<b>Annual average spend</b>	£86k
<b>Contract details (start / expiry / review dates)</b>	Apr 21 - Mar 23
<b>Contact for contract</b>	Paul Gooch, Contract Support and Applications Manager, <a href="mailto:paulgooch@norwich.gov.uk">paulgooch@norwich.gov.uk</a>

## **Contractor access to information**

All external access is managed via a secure method and an Information Sharing Protocol (ISP) is in place for all data sharing arrangements.

Updated June 2021