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Date: 3 August 2007
Our Ref: **F0000893**

Dear

FREEDOM OF INFORMATION ACT 2000

I am writing in reply to your request for information on ICT Plan and expenditure.

I have responded to your questions in the order of asking for your ease of reference.

1. ICT Plan or Investment Strategy

- I have attached excerpts from a PowerPoint presentation which was prepared by our IT partners in 2005. No further ICT strategy has been produced since this date.
- Information relating to overall investment in IT is published in our annual business plan which can be found by using the following URL:

<http://www.vosa.gov.uk/vosacorp/publications/corporatereports/corporates.htm>

1. **Total annual ICT expenditure for 2006/07**

Please note that the accounts for 2006/07 have been completed and VOSA has met the requirement to lay the accounts before Parliament prior to the summer recess.

The Annual Report and Accounts will be published on the VOSA website, as is normal practice, in late summer.

2. **Annual expenditure on hardware for 2006/07**

Annual spend on hardware includes desktop computers, laptop computers, fax machines, printers, servers, LAN switches, keyboards, hard drives, cables etc.

VOSA has contracted out the supply of ICT services. The contract is for the provision of a managed service. VOSA does not hold separate figures in respect of this information.

3. Annual expenditure on software for 2006/07

Annual spend on software includes applications software, operating systems software, database software, security and anti-virus software etc.

VOSA has contracted out the supply of ICT services. The contract is for the provision of a managed service. VOSA does not hold separate figures in respect of this information.

4. Annual expenditure on telephony for 2006/07

Annual spend on telephony includes call charges, exchange lines, telephone switches and support, telephone handsets, voice and data networks etc

VOSA has contracted out the supply of ICT services. The contract is for the provision of a managed service. VOSA does not hold separate figures in respect of this information. Total telecommunications costs are reported in the Annual accounts. As stated earlier these are due for publication in the Annual Report & Accounts in late summer.

5. Annual expenditure on ICT support services for 2006/07

Annual spend on support services includes IT consultancy, maintenance and support services etc

VOSA has contracted out the supply of ICT services. The contract is for the provision of a managed service. VOSA does not hold separate figures in respect of this information.

6. Annual expenditure on outsourced ICT services for 2006/07

Annual spend on outsourcing includes the delegation of non-core operations or jobs from internal production within an organisation to an external entity (such as a subcontractor) that specialises in that operation

VOSA has contracted out the supply of ICT services. The contract is for provision of a managed service. VOSA does not hold separate figures

7. Total value of ICT assets

VOSA does not own ICT assets, therefore this information is not held.

8. The number of ICT staff

Staff in post as at 30 July 2007 is 50.

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If you have any queries about the information you have received, please contact me, and I will be happy to assist you. My contact details are given at the head of this letter.

If you are unhappy with the information supplied, you may ask for an internal review. To request an internal review, please write to:

VOSA Corporate Office,
Berkeley House,
Croydon Street,
Bristol,
BS5 0DA

or email vosa.corporateoffice@vosa.gsi.gov.uk

giving the reasons for your dissatisfaction. It will help us if you quote the reference number for your case.

If you do not agree with the outcome of the internal review, you may lodge an appeal with the Information Commissioner (www.informationcommissioner.gov.uk). The Information Commissioner is an independent official appointed by the Crown to oversee the Data Protection Act 1998, the Freedom of Information Act 2000 and the Environmental Information Regulations 2004.

The Information Commissioner can consider complaints about any aspect of the way in which requests for information have been handled. Please note: the Information Commissioner would be unlikely to consider your complaint if you have not first requested an internal review.

You can write to the Information Commissioner at:

The Information Commissioner's Office
Wycliffe House,
Water Lane,
Wilmslow,
Cheshire
SK9 5AF

If you have any queries about this letter, please contact us, quoting reference **F0000893**.

Yours sincerely

VOSA Information Access