



Freedom of Information Request Reference N°: FOI 001032-21

I write in connection with your request for information received by Suffolk Constabulary on the 23 March 2021 in which you sought access to the following information:

“Telephony and UC/ Collaboration

Please confirm the manufacturer of your telephony system(s) that are currently in place When was the installation date of your telephony equipment?

When is your contract renewal date? Who maintains your telephony system(s)?

Please confirm the value of the initial project

Please confirm the total ongoing annual spend on telephony

Please confirm the annual support cost for your telephony system

Do you use Unified Communications or Collaboration tools , if so which ones?

Contact Centre

Please confirm the manufacturer of your contact centre system(s) that are currently in place?

When was the installation date of your contact centre infrastructure?

When is your contract renewal date? Who maintains your contact centre system(s)?

Please confirm value of the initial project?

Please confirm the value of annual support/maintenance services (in £)?

And overall annual spend for the contact centre How many contact centre agents do you have?

Do agents work from home?

Or just your offices?

Do you use a CRM in the contact centre?

What platform is used?

Do you use a knowledge base / knowledge management platform?

What platform is used?

Connectivity and Network Services

Who provides your WAN and internet connectivity and the annual spend on each

Have you , or do you plan to deploy SD Wan services Have you got SIP trunks, if so who from and confirm annual spend

Please confirm who provides your LAN, WIFI and Security infrastructure

Please confirm your annual spend on each

Please confirm your data centre switching and security infrastructure and have you deployed cloud based security and threat management



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Organisation

How many employees do you have overall within your organisation?

Can you provide contact details for your procurement lead / category manager for these services?

Can you provide names and contact details for the following people within your organisation?

- *CIO / IT Director*
- *Head of IT*
- *Head of Digital Transformation*
- *Head of Customer services”*

Response to your Request

The response provided below is correct as of 20 April 2021

Suffolk Constabulary has considered your request for information and the response is below.

Telephony and UC/ Collaboration

The Constabulary's Telephony System Manufacturers are: Mitel and Cisco

The installation dates were:

Mitel – May 2018

Cisco – October 2016

The contract renewal dates are both 31 March 2022.

The telephony systems are maintained inhouse with support from Maintel and Daisy.

The initial project and value of annual support/maintenance services is as follows:

Cisco Project £47,070

Cisco Maintenance and SWSS £72,187.69

Mitel Project £402,351.62

Mitel Maintenance £71,013.55

The annual expenditure for maintenance for Mitel is £198,545 plus £114,517 including calls.

The annual expenditure for maintenance for Cisco is £74,997.

We use Unified and collaboration tools, Cisco unified CM, Cisco Unity Connection and MS teams.



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Contact Centre

The contact centre system Manufacturer is Mitel.
The installation date was May 2018.
The systems are maintained by Daisy.
The initial project and maintenance values are as per question 4 (Mitel).
The contract renewal date is 31 March 2022.
The overall maintenance contract is £74,997.
There are 210 licences
Staff work in the office.
CRM is not used.
The platform used is Seria STORM Command and Control

Connectivity and Network Services

The Constabulary's WAN and internet connectivity are supplied by *MLL Telecom Ltd*
The annual spend on WAN and internet is £280k
Microwave WAN links are installed and maintained in-house

The Constabulary does not, and has no plans, to deploy SD Wan services
SIP trunks are provided by Gamma Telecom Ltd and the overall annual spend on average is £114,517 inc Calls

LAN infrastructure is provided by Cisco, Juniper and Ubiquiti
WiFi Infrastructure is provided by Cisco and Ruckus
Security infrastructure is provided by Cisco and Ubiquiti
Overall annual Maintenance for the above is £198,545

Data centre switching and security infrastructure provided by Cisco and Juniper

The Constabulary will **neither confirm nor deny** whether it has deployed cloud-based security and threat management, by virtue of the following exemptions:

Section 24(2) - National Security

Section 31(3) - Law Enforcement

Sections 24 and 31 are prejudice based qualified exemptions and there is a requirement to articulate the harm that would be caused by the confirmation or denial of whether any information is held, as well as carrying out a public interest test.

Harm



Every effort should be made to release information under the Freedom of Information Act. However, a response under the Act is considered to be a release to the world and not just to the applicant, as responses are published and therefore access to all.

The Police Service is charged with enforcing the law, preventing and detecting crime and protecting the communities we serve. In order to achieve these objectives, all forces have a robust security infrastructure however, to confirm whether or not there are cloud-based options will identify force capabilities, (or the lack thereof).

For national requests, disclosure would enable a geographical picture to be drawn up by individuals who are intent on 'hacking' police systems. These individuals may include terrorists or terrorist organisations. In terms of duty of care, this would be detrimental to the public at large, as disclosure could assist a malicious act by highlighting vulnerable forces and leaving those forces open to disruption of Information Technology systems; thus compromising the effective delivery of operational law enforcement, which, in turn, is met by an increase in criminal offending.

Public Interest Test

Section 24 – factors favouring confirmation or denial as to whether information is held

Confirming or denial that any information exists relevant to the request would lead to a better informed public and the public are entitled to know how public funds are spent.

Section 24 – factors against confirmation or denial as to whether information is held

Whilst there is a public interest in providing reassurance that police forces are appropriately and effectively dealing with any threats posed by terrorist organisations against police technology capabilities, there is a strong public interest in safeguarding National Security and the safety and welfare of the general public.

Any disclosure has the potential to undermine current and future Data Centre integrity, which in turn compromises the forces mandate to protect the security of the UK, eg counter-terrorism activity.

By confirming or denying whether information is or isn't held, would render national security measures less effective. This would lead to the compromise of ongoing or future operations to protect the security or infra-structure on the UK and increase the risk of harm to the public.

Section 31 – factors favouring confirmation or denial as to whether information is held

Confirming or denying whether any information is held that confirms whether the Constabulary has Cloud base capabilities, would allow the public to be better informed on the health state and performance of the Constabulary's Information Technology platform.

In addition, forces are required to demonstrate efficient services to local taxpayers and satisfy audit requirements. This would provide transparency with regard to the use of public funds in as much as highlighting that funds are being used to correctly and appropriately ensure all Data Centres have adequate hardware and software, which results in the smooth running of force technology systems.

Section 31 – factors against confirmation or denial as to whether information is held

By confirming or denying whether information is held could compromise the Constabulary's law enforcement capabilities and the effectiveness of the force would be reduced.

This may lead to the compromise of force IT systems which ultimately affects law enforcement capabilities and hinders the prevention and detection of crime, including terrorism.

Balance Test

The security of the Country is of paramount importance. The Police Service will not divulge whether information is or isn't held, if to do so would undermine law enforcement and therefore compromise the work of the Police Service. Whilst there is a public interest in the transparency of policing and force infrastructure, including any initiatives conducted with the private sector, in relation to impacting on the crime or terrorist threat, there is a very strong public interest in safeguarding the integrity of these arrangements in this very sensitive area.

The points above highlight the merits for and against confirming whether information is or isn't held. Confirmation or denial would undoubtedly provide greater openness and transparency to the community at large with regard to information technology. Whilst there is always a public interest in the transparency of how a force delivers effective law enforcement, and ensures the National Security of the UK is robust, there is a very strong public interest in safeguarding the intricacies and tactical capabilities of data systems used when dealing with information.

In every case, public safety is the paramount focus and any information which would place individuals at risk, or compromise the National Security of the UK, no matter how generic, is not in the public interest. The effective delivery of operational law enforcement and National Security of the UK is crucial and of paramount importance to the Constabulary.

Therefore, for these reasons, the balancing test for confirming or denying whether any of the requested information is held, is not made out.

Organisation



Information concerning the number of employees within the Constabulary is published monthly on the publication scheme. Section 17 of the Freedom of Information Act 2000 requires that Suffolk Constabulary, when refusing to provide such information (because the information is exempt) is to provide you the applicant with a notice in which:

- a) States that fact
- b) Specifies the exemption(s) in question and
- c) States (if that would not otherwise be apparent) why the exemption(s) applies.

The information is exempt from disclosure by virtue of the following exemption;

Section 21(1) - Information reasonably accessible by other means

Information concerning the workforce summaries are published within the 'who we are and what we do' section of the publication scheme and are therefore reasonably accessible by other means as per Section 21 of the Freedom of Information Act 2000.

The following link will take you to the appropriate page of the publication scheme:

Suffolk Constabulary – Force Structure – Diversity Programme Report:

<https://www.suffolk.police.uk/about-us/our-data/publication-scheme/who-we-are-and-what-we-do>

The head of the 7F IT Procurement contract is Steve Perrins.

Contact through: 7forceprocurement@ecis.police.uk

Contact details are as follows:

Head of ICT – Nigel Read – nigel.read@suffolk.police.uk

Head of Digital – James Nobbs – nigel.nobbs@norfolk.police.uk

Head of Customer services – James Park – james.park@suffolk.police.uk

All of the above persons can be contacted via the Constabulary's switchboard, 01473 613500

Should you have any further queries concerning this request, please contact Clair Pack, FOI Decision Maker, quoting the reference number shown above.

A full copy of the Freedom of Information Act (2000) can be viewed on the 'Office of Public Sector Information' web-site;

<http://www.opsi.gov.uk/>



Suffolk Constabulary is not responsible for the content, or the reliability, of the website referenced. The Constabulary cannot guarantee that this link will work all of the time, and we have no control over the availability of the linked pages.



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Your Right to Request a Review of Decisions Made Under the Terms of the
Freedom of Information Act (2000).

If you are unhappy with how your request has been handled, or if you think the decision is incorrect, you have the right to ask Suffolk Constabulary to review their decision.

Ask Suffolk Constabulary to look at the decision again.

If you are dissatisfied with the decision made by Suffolk Constabulary under the Freedom of Information Act (2000), regarding access to information, you must notify Suffolk Constabulary that you are requesting a review within 40 working days of the date of its response to your Freedom of Information request. Requests for a review should be made in writing and addressed to:

*Freedom of Information Decision Maker
Information Management Department
Suffolk Constabulary
Police Headquarters
Martlesham Heath
Ipswich
Suffolk
IP5 3QS
OR
Email: information@suffolk.pnn.police.uk*

In all possible circumstances Suffolk Constabulary will aim to respond to your request for us to look at our decision again within 20 working days of receipt of your request for an internal review.

The Information Commissioner.

After lodging a request for a review with Suffolk Constabulary, if you are still dissatisfied with the decision, you can apply to the Information Commissioner for a decision on whether the request for information has been dealt with in accordance with the requirements of the Act.

For information on how to make application to the Information Commissioner please visit their website at www.ico.org.uk or contact them at the address shown below:

The Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF
Telephone: 01625 545 700