



Arolygiaeth Ei Mawrhydi dros Addysg a Hyfforddiant yng Nghymru  
Her Majesty's Inspectorate for Education and Training in Wales

24 July 2020

Dear

Thank you again for your email, in which you formally request information in regards to Estyn's communications and services.

When dealing with requests for information made under the Freedom of Information Act 2000 (the 'Act'), Estyn's obligations include:-

1. Confirming or denying whether it holds information of the description specified in the request; and 2. Communicating the information requested to the applicant.

There are a number of exemptions under the Act that impact these obligations. Estyn is required to consider whether an exemption applies in the context of the information being released into the public domain, not just in the context of the information being released to the particular applicant that has requested the information.

If Estyn releases information in response to a Freedom of Information request, this is essentially a decision that the information can be released in response to any similar request from any member of the public.

In response to your request, I have appended responses to your questions below.

If you are not satisfied with the decision Estyn has taken regarding your request for information, you are entitled to request that we review the matter. Your request for a review should be addressed to the Feedback and Complaints Manager, and received no later than 20 working days after the date of this communication.

If you are still not satisfied, you also have a right to complain to the Information Commissioner through their website:

<https://ico.org.uk/about-the-ico/who-we-are/wales-office/>

Telephone: 0303 123 1113

Email: [enquiries@ico.gsi.gov.uk](mailto:enquiries@ico.gsi.gov.uk)

Yours sincerely

Robert Gairey  
Swyddog Arweiniol Cyhoeddiadau / Lead Officer: Publications

Estyn

From:

Sent: 20 July 2020 16:25

To: Enquiries <[Enquiries@estyn.gov.uk](mailto:Enquiries@estyn.gov.uk)>

Subject: Freedom of Information request - Communications & Services

Dear Her Majesty's Inspectorate for Education and Training in Wales,

Please confirm the manufacturer of your telephony system(s) that are currently in place?  
Skype for business

When was the installation date of your telephony equipment? March 2019

Who maintains your telephony system(s)? Outsourced IT support

Please confirm value of the initial project and value of annual support/maintenance services (in £)? It's part of the main annual maintenance contract and not separately identifiable

Does your annual maintenance service include moves, adds and changes? And if not what is the annual cost of moves, adds & changes? No –cost would depend on what we would be doing and how much engineer time it would need.

When is your contract renewal date? July 2021

Do you use Unified Communications or Collaboration tools such as Microsoft Skype for Business/ Teams/Cisco/Avaya/Mitel? If yes, what tools are you currently using? Microsoft SfB

Please confirm the manufacturer of your Contact centre system(s) that are currently in place? We don't have one

When was the installation date of your contact centre infrastructure? N/A

Who maintains your contact centre system(s)? N/A

Please confirm value of the initial project and value of annual support/maintenance services (in £)? N/A

How many contact centre employees/agents do you have? N/A

Do agents work from home? Or just your offices? N/A

When is your contract renewal date? N/A

Do you use a CRM in the contact centre? What platform is used? N/A

Do you use a knowledge base / knowledge management platform? What platform is used?  
N/A

Who currently provides your calls and lines? Gamma

What is your current annual spend on calls and lines? £10k

When is your contract renewal date? 2022

Who provides your wide area network? How many sites are connected? Single site

How many employees do you have overall within your organisation? 120

Can you provide contact details for your procurement lead / category manager for these services? [Lisa.Guildford@estyn.gov.uk](mailto:Lisa.Guildford@estyn.gov.uk)

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

CIO / IT Director N/A

Head of IT N/A

Head of Digital Transformation N/A

Head of Customer services [Lisa.guildford@estyn.gov.uk](mailto:Lisa.guildford@estyn.gov.uk)

Yours faithfully,