25 March 2020

Request under The Freedom Of Information (Scotland) Act 2002

Thank you for your Freedom of Information request dated 28 February 2020, in which you requested information relating to VisitScotland's 'Digital Strategy'.

I have provided the answers in red, beside the questions you asked:

1. Number of Sites – 36
2. Number of Employees - 558
3. Number of IT Staff - 28
4. Annual IT Budget for current financial year – £2,094,000
5. Number of Datacentres and locations, owned or third party – 2
6. What storage vendor(s) and model do you currently use? – HP, P2000, MSA1000, MSA2040, SV4000, SV4530, SV3200
a. When was the installation date of above storage vendor(s)? – Between 2004 to 2017
b. When is your planned (or estimated) storage refresh date? (Month/year) – At this time there is no timeframe.
c. What is your estimated budget for the refresh? – N/A
d. What date does your storage support contract end? (Month/year) – 03/2020
e. What is the value of your storage support contract? – £39 ,000 for all hardware support
f. What is the capacity of the storage data in TB? – 100+ TB
7. What compute vendor(s) and model do you currently use? – HP (servers), Dell (laptops, desktops), Microsoft (Surface Pros), Apple (laptops, desktops)
a. Number of servers? – 88 production
b. Virtualisation platform? - Yes
c. When is your planned (or estimated) compute refresh date? (Month/year) – Unknown at this time
d. When does your compute support contract end? (Month/year) – 03/2020 for hardware maintenance
8. Do you currently utilise VDI? – No
a. How many desktops do you delivery VDI to? – N/A
b. What infrastructure underpins your VDI environment? – N/A
c. What broker do you use for VDI – N/A
9. Do you utilise public cloud? - Yes
a. How much is your annual spend on public cloud facilities? – Circa £300,000, but this includes other licences
b. What cloud provider do you use? – Microsoft, Oracle

I hope this information is helpful to you. If, however, you are not satisfied with the response or the manner in which your application has been dealt with, you may in the first instance contact the Chief Executive, Malcolm Roughead, whose contact details are set out below:

Mr Malcolm Roughead
Chief Executive
VisitScotland
Ocean Point One
94 Ocean Drive
Edinburgh, EH6 6JH
Telephone: 0131 472 2201
Fax: 0131 472 2223
E-mail: malcolm.roughead@visitscotland.com

If you wish to request a review of your application under either the Freedom of Information (Scotland) Act 2002 or the Environmental Information (Scotland) Regulations 2004, your request should be submitted to us in writing, or another permanent format (for example e-mail or voice recording), and be received by us within 40 days of the date of this letter. Any request for a review should also set out, in as much detail as possible, the reasons why you are not satisfied with our response or the manner in which we have dealt with your application.
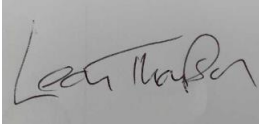
If you are still not satisfied with our handling of your application after we have responded to your request for a review, you have a right to apply to the Scottish Information Commissioner for a decision on whether we have dealt with your request in accordance with the Act.

The Scottish Information Commissioner may be contacted at:

Scottish Information Commissioner
Kinburn Castle
Doubledykes Road
St Andrews, Fife
KY16 9DS
Telephone: 01334 464610
Fax: 01334 464611
E-mail: enquiries@itspublicknowledge.info

You also have the right to appeal to the Court of Session in Scotland on a point of law concerning our response.

Yours sincerely

Leon Thompson
Government and Parliamentary Affairs Manager VisitScotland