



**LEGAL SERVICES  
BOARD**

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## **Freedom of Information request**

Date request received: 11 July 2016

Date of response: 14 July 2016

LSB reference: 20160711-01

### **Request:**

Please could you provide me with information about your ICT expenditure, as broken down in the attached template?

I appreciate that you may publish contracts and transparency data, but I was unable to find the information to the level of detail I require in publish sources.

Within the response, please include:

- Expenditure from all parts of your organisation (central services and business units);
- As well as your own organisation, expenditure for any subsidiary organisations that fall within the scope of your accounts; and
- Both revenue (or operating) expenditure and capital expenditure

### **Response:**

I write in response to your email of 11 July in which you request information about the LSB's ICT expenditure. Your enquiry has been considered in accordance with the provisions of the Freedom of Information Act 2000.

I can confirm that the Legal Services Board holds the information that you have requested. Please find attached the completed template form you provided.

If you are dissatisfied with our response to your request for information, you have the right to ask for an internal review or to submit a complaint (see LSB's Freedom of information – Complaints procedure:

[http://www.legalservicesboard.org.uk/can\\_we\\_help/lbs\\_policies\\_procedures/freedom\\_of\\_information/index.htm](http://www.legalservicesboard.org.uk/can_we_help/lbs_policies_procedures/freedom_of_information/index.htm).

	Category	My comments	Year		Actual	Actual	Your comments
			2014/15	2015/16			
			Financial year-end 31-Mar-2015	31-Mar-2016			
			Actual or budget (please state)	Actual	Actual		
			Spend (£s)	% XaaS	Spend (£s)	% XaaS	
<b>Hardware</b>	Desktop PCs	Includes workstations, thin clients and desktop-style Apple Macs	£0		£0		see note below
	Portable PCs	Includes laptop PCs (or notebook PCs), netbooks, and tablets	£0		£0		see note below
	Servers	Includes mainframes, servers, and racking	£85,528		£0		This was a capital purchase refreshing all of our desktops, laptops, servers, storage etc and the first time we did this since 2008. We do not anticipate refreshing any equipment for the next five years.
	Networking equipment (local area network)	Includes both wired (or ethernet) and wireless, such as switches (or hubs), routers (or access points), wireless cards	£0		£0		
	Storage	Includes Network Attached Storage (NAS), Storage Area Network (SAN), NAS-SAN Hybrid and USB memory sticks.	£0		£0		
	Print	Includes printers, network-attached photocopiers, multi-function devices and ink or toner cartridges; excludes photocopiers not attached to network and paper	£0		£0		
	Peripherals and other hardware	Includes monitors, keyboard, mice, interactive whiteboards, web cameras, PC speakers					
<b>Software</b>	Applications (including SaaS)	Commercial, 'off-the-shelf' applications; also includes Software-as-a-Service; excludes: open source applications and custom applications	£0		£0		
	Middleware (including PaaS)	Middleware enables different applications to share data; also includes Platform-as-a-Service (PaaS)	£0		£0		
	Systems	Includes operating systems (e.g. Linux, Mac OSX and Windows), network management software, security software	£0		£0		
<b>IT services</b>	Hardware maintenance	Maintenance, support, upgrades and first-line help desk for specific piece of hardware; excludes managed services or outsourcing	£0		£0		
	Application development and integration	Includes software development, open source software, and software integration; excludes managed service or outsourcing	£0		£0		
	Datacentre and hosting (including IaaS)	Includes provision and maintenance of data centres and hosting; excludes managed service or outsourcing agreement	£0		£0		
	Managed communications	Includes managed fixed line and mobile services	£0		£0		
<b>Advisory services</b>	Advisory services	Sole provision of IT and/or digital related professional services (i.e. consultancy); excludes services which also provide ICT products or services	£0		£0		
<b>IT outsourcing</b>	IT outsourcing: desktop and end-user computing	Managed service or outsource providing desktop PCs, portable PCs, and peripherals and other hardware, including first-line help desk	£52,487		£56,835		
	IT outsourcing: datacentre and hosting	Managed service or outsource providing data centres and hosting	£0		£0		
	IT outsourcing: application services	Managed service or outsource providing software licencing, development, deployment, integration, support, maintenance, upgrades and first-line help desk	£0		£0		
	IT outsourcing: service integration and management	SIAM is defined as the management of an organisation's IT service providers, to ensure performance across multiple service meets end-user needs	£0		£0		
<b>Communications</b>	Fixed line	Fixed line (or 'landline') includes line rental, fax, calls, broadband connections, and video and conferencing services, landline telephone handsets and other end-points	£11,520		£11,520		
	Networking equipment (wide area network)	Includes PBX, IP-PBX and VoIP, WAN routers and WAN switches	£0		£0		
	Wireless and mobile	Includes mobile voice, mobile messaging, mobile data and mobile handsets (including smartphones)	£2,592		£2,592		
<b>Staff</b>	IT staff costs	Staff working in IT function; includes salary, tax, benefits, pension, insurance; includes FT and PT staff; includes permanent, temporary and contract staff	£0		£0		
	IT training	Includes professional services providing training in the use of IT for any staff	£0		£0		