Jennifer Daley
By email: request-913826-ca73c574@whatdotheyknow.com

16 December 2022

Dear Jennifer Daley,

G01439: Freedom of Information Request

We refer to your request for information dated 04/11/2022 under the Freedom of Information Act 2000 (the "Act").

Please find below your question, with the University's corresponding response.

Question

Dear University of Southampton,

1.   Is your IT estate on premise or in the cloud?

2.   If you have a mixture of on premise and cloud, what is the rough percentage split?

3.   What observability or application performance tools do you use and when are the supplier contracts up for renewal?

4.   How long does it take you to identify problems within your IT estate and resolve them?

5.   Who or what team is responsible for IT tooling and how best to get in contact with them?

6.   What resellers or system integrators do you work with?

7.   What online admissions portal do you use?

Yours faithfully,

Jennifer Daley

Answer

In accordance with Section 1(1)(a) of the Act, we confirm that the University holds the information of the description specified in your request.

1. Is your IT estate on premise or in the cloud?
   Hybrid

2. If you have a mixture of on premise and cloud, what is the rough percentage split?

Around 50%

3. What observability or application performance tools do you use and when are the supplier contracts up for renewal?

The University used two tools – icinga.com and limited solarwinds install.

Icinga.com is open source therefore no contract renewal takes place.

Limited solarwinds renewal is around one years time.

4. How long does it take you to identify problems within your IT estate and resolve them?

Average time 5-10 minutes for an issue to be identified.

5. Who or what team is responsible for IT tooling and how best to get in contact with them?

Head of Infrastructure – Isolutions: isolutions@soton.ac.uk

6. What resellers or system integrators do you work with?

A large number of integrators that vary depending on projects these will be part of any tnedor for a new platform

For our general software purchase we use a number of resellers such as www.softcat.com and https://academicsoftware.com

7. What online admissions portal do you use?

Microsoft Dynamics

If you do not feel that we have dealt with your request in accordance with the requirements of Part I of the Act, you may request a review. Your request for a review **must** specify in what respect you consider that the requirements of Part I of the Act have not been met; mere dissatisfaction with our response is insufficient. Please address your request for a review by completing the form and selecting FoI Review.

In accordance with section 5.3 of the Code of Practice, a request for a review must sent within 40 working days of the date of this letter. The University is not obliged to accept any requests for a review beyond 40 working days. We will acknowledge your request for a review and endeavour to respond within 20 working days of its receipt but please note that a deadline for a review response is not prescribed by the Act.

The Information Commissioner is responsible for enforcing rights of access to information and the operation of the publication scheme. You may apply to the Information Commissioner in writing (FOI/EIR Complaints Resolution, Information Commissioner's Office, Wycliffe House, Water Lane,

Wilmslow, Cheshire SK9 5AF) or electronically for a decision whether, in any specified respect, your request for information has been dealt with by the University in accordance with the requirements of Part I of the Act. The Information Commissioner will not normally act unless they are satisfied that the University's review procedure has been exhausted.

Yours sincerely,

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