

FOI number: **HBC\_FOI\_20200278**  
Date FOI Received: **29/04/2020**  
Department: **Information Digital Services**  
Title: **Software and mobile management**  
Description: **Software systems utilised internally by the Council**

**Request: (As Redacted sent by requestor)**

- What reseller do you prefer to buy your Software through?
- Are there any favoured frameworks you tend to use?
- Who is the decision-maker for IT Purchasing?
- Who is your mobile phone provider?
- What Mobile Device Management Solution are you using and when is the renewal date?
- What Mobile Threat Detection do you have in place for mobile devices and when is the renewal date?
- What Virtual Desktop Software do you have in place for remote workers and when is the renewal date?
- Do you currently use a document security or digital rights management tool and when is the renewal date?
- What are you using for instant messaging?
- Who do you currently use for your Annual IT health checks and when is your next one due?
- What email exchange server are you running? Cloud or on-premise?
- What antivirus software/tool do you use and when is the renewal date?
- Do you have an incident response team within your IT department?

**Response: (Response as Redacted sent by service)**

- What reseller do you prefer to buy your Software through?  
Hertsmere Borough Council do not have a preferred software reseller.
- Are there any favoured frameworks you tend to use?  
No
- Who is the decision-maker for IT Purchasing?  
<REDACTED>, Information and Digital Services Manager
- Who is your mobile phone provider?  
EE
- What Mobile Device Management Solution are you using and when is the renewal date?  
See note 1
- What Mobile Threat Detection do you have in place for mobile devices and when is the renewal date?  
See note 1
- What Virtual Desktop Software do you have in place for remote workers and when is the renewal date?  
Citrix, review date August 2020
- Do you currently use a document security or digital rights management tool and when is the renewal date?  
No
- What are you using for instant messaging?  
MS Teams, Mitel
- Who do you currently use for your Annual IT health checks and when is your next one due?  
A procurement process is run each year for annual IT health check, February 2021

•What email exchange server are you running? Cloud or on-premise?

Hybrid MS Exchange and MS 365

•What antivirus software/tool do you use and when is the renewal date?

See Note 1

•Do you have an incident response team within your IT department?

Yes

#### Note 1

With regard to questions relating to mobile device management solution, mobile threat detection and antivirus software, we believe that the information requested is covered by an exemption or exemptions contained within the Act. We are required to explain why we believe this to be the case.

The information, which you have requested, is, in our opinion, exempt from a request under Section 1 of the Freedom of Information Act 2002 because of the exemption contained in Section 35 of the Act.

While we believe the exemption in Section 31(1)(a) applies in this case, we would still be obliged to release this information in respect of your request except for where the public interest in maintaining the exemption outweighs the public interest in disclosing the information. Hertsmere Borough Council acknowledges the significant public interest in openness and transparency and therefore recognises that any request under Section 1 of the Act is potentially in the public interest. However, in dealing with your request we have taken into consideration whether the public interest is best served by disclosing or withholding the information. Disclosure of this information could potentially facilitate cyber-attacks on the Council, which would not be in the public interest. We are not aware of any particular public interest in the subject matter of your inquiry which would outweigh maintaining the exemption.

If you have any queries about the processing of your request then please do not hesitate to contact me. Further information explaining the Council's process for responding to information requests together with a complaints/appeals procedure is available in our reception or via our website at:

<https://www.hertsmere.gov.uk/Your-Council/Official-Publications--Guides--Policies/Access-to-Information.aspx>

The Information Commissioner oversees the application of the Freedom of Information Act. You may contact the Information Commissioner at:

Information Commissioners Office  
Wycliffe House, Water Lane  
Wilmslow  
Cheshire SK9 5AF  
Telephone: 01625 545700  
Website: [www.informationcommissioner.gov.uk](http://www.informationcommissioner.gov.uk)

Please include the above reference number on all correspondence related to this request.

Thank you for your request.

Kind regards  
Information Services

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