



**Gofynner am/
Please ask for:** Information Governance
and Compliance

Tel: 01443232000

E-bost/E-mail: DataProtection@southwales-fire.gov.uk

Our ref: IG000424

Dyddiad/Date: 30/07/2020

RE: Request for Information held by SWFRS

Your request ref: IG000424 has been dealt with under the Freedom of Information Act 2000.

You asked us:

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

Cisco and Enghouse

When was the installation date of your telephony equipment?

May 2019

Who maintains your telephony system(s)?

Maintained in house, with a support and maintenance contract if needed

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

Initial Project Cost = £100,000 approx.

Annual Support and Maintenance = £35,000 approx.

Does your annual maintenance service include moves, adds and changes? And if not what is the annual cost of moves, adds & changes?

No, it does not. No moves, adds or changes have required support as yet.

When is your contract renewal date?

May 2024

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?

We use Cisco Call Manager and Unity Connection. We also use Starleaf for video conferencing.



Note: None of the following questions are applicable to SWFRS

Please confirm the manufacturer of your Contact centre system(s) that are currently in place?

When was the installation date of your contact centre infrastructure?

Who maintains your contact centre system(s)?

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

How many contact centre employees/agents do you have?

Do agents work from home? Or just your offices?

When is your contract renewal date?

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

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

Who currently provides your calls and lines?

BT

What is your current annual spend on calls and lines?

£40,000 approx.

When is your contract renewal date?

N/A – not currently under contract

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

Wide Area Network is provided by BT PSBA. 51 sites are connected

The following information is not held by ICT:

How many employees do you have overall within your organisation? 1719

Can you provide contact details for your procurement lead / category manager for these services?

With regard to your request for direct contact details, SWFRS operates a single point of contact policy. All callers are requested to contact the Service via HQ Reception on 01443 232000. The call will be directed to the most appropriate department/individual to deal with your call.

This is the same for email correspondence. Please direct all emails enquiries to swfs@southwales-fire.gov.uk so that your request can be directed as appropriate.

This policy is in operation to ensure that calls/emails are dealt with more efficiently – as structures/posts can change, this prevents emails being sent to individuals whose role may have changed. It also prevents individuals from receiving unwarranted calls/correspondence.

This stance is supported by guidance from the Information Commissioner's Office

Pencadlys Gwasanaeth Tân ac Achub De Cymru,
Parc Busnes Forest View, Llantrisant, Pont-y-clun, CF72 8LX.

Ffôn 01443 232000 • Ffacs 01443 232180
www.decymru-tan.gov.uk

Rydym yn croesawu gohebiaeth yn y gymraeg a'r saesneg - byddwn yn ymateb yn gyfartal i'r ddau ac yn ateb yn eich dewis iaith heb oedi.

CODI YMWYBYDDIAETH - LLEIHAU PERYGL

South Wales Fire and Rescue Service Headquarters,
Forest View Business Park, Llantrisant, Pontyclun, CF72 8LX.

Telephone 01443 232000 • Fax 01443 232180
www.southwales-fire.gov.uk

We welcome correspondence in Welsh and English - we will respond equally to both and will reply in your language of choice without delay.

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

CIO / IT Director

Head of IT

Head of Digital Transformation

Head of Customer services

Our response:

If you have any queries regarding your Freedom of Information request, please contact us at Dataprotection@southwales-fire.gov.uk quoting the reference number above in any future communication.

If you are dissatisfied with the way that your information request has been handled, you can request an internal review by emailing Dataprotection@southwales-fire.gov.uk

UPDATE COVID-19: Information Requests

We are kindly asking that any data protection correspondence come to Information Governance & Compliance via email, as due to Government advice many of our support staff are working flexibly and we may not be in receipt of physical post as normal. SWFRS anticipates that it may take us longer than 20 working days to complete Freedom of Information Requests and Subject Access Requests. The Information Commissioner recognises that there might be delays as our services and resources may be being utilised in slightly different ways, under the current unprecedented circumstances. At current, we are no longer accepting physical postal cheques, however we can accept BACs payments for items that carry a fee (such as IRS Reports and Interviews, where appropriate following standard procedure and charges).

We would like to thank you for your patience at this time.



If you remain dissatisfied with the handling of your request, you have the right to appeal to the Information Commissioner at:

Information Commissioner's Office-Wales,
2nd Floor,
Churchill House,
Churchill Way,
Cardiff,
CF10 2HH.

There is no charge for making an appeal.

Yours Faithfully

Information Governance and Compliance

Dataprotection@southwales-fire.gov.uk

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