East Lothian Council

FOI Ref: 2018/146(13281)

<u>**Freedom of Information Act 2000 request**</u>

If possible, please provide the details in an excel spreadsheet.

1. Do you provide in-house technical IT support services to the schools in your Local Authority?

If yes:

    I. How many primary schools do you provide IT Support Services to?
    II. How many secondary schools do you provide IT Support Services to?
    III. What's the length of the standard contract that schools sign up to?
    IV. When in the year do schools next review their IT Support Service contract with you?
    V. Which of the below IT Support Services do you provide to schools?
        i. Remote Support (3rd / 4th line)
        ii. Managed Service
        iii.   Ad Hoc onsite days

If no:

    I. Do you have any approved partners that you use to provide IT support services?
        i. If so, please confirm who your approved partners are?
        ii. When does your current contract with each of the approved partners expire?
2. How much does each school pay for their IT Support Service, per annum?
    I. <£1000
    II. £1000-£3000
    III. £3000-£5000
    IV. £5000-£10,000
    V. £10,000 +

1   Yes, East Lothian Council (ELC) provides in-house IT Support Services.

I	35	
II	6	
III	Not applicable, all services are provided in-house.	
IV	Not applicable	
V	i	Yes
	ii	Yes
	iii	Yes

2   Support costs are not broken down by school. In view of this, under Section 17(1)(b) of the Act, I must formally advise you that ELC has been unable to comply with this part of your request as the information you require is not held.