

The National Archives of Scotland
Response to X2G's telecommunications questions

How many users do you have on your PSTN across all your sites in the UK?	c.150
Who provides your voice networks?	Siemens
What features of this service make it the preferable option which gives the most value for money?	Service is fit for purpose
How long have you been using these services?	5 years
Does every extension on your network have voicemail?	No, but could if required
Do you use a call logging system?	Yes
Have you any need for remote/mobile workers to have a one number dial in service in order that they can be contacted from wherever they are working or are mobile telephones sufficient?	No
Is there anything you would like to see included in the Global Crossing Service?	Nothing in particular
Are you moving toward becoming VOIP enabled?	Under consideration
Do you have a disaster recovery system in place for contingency?	Yes
Do you think bespoke managed solutions (i.e. all encompassing products which give you the option to add/remove facilities required with one contact point) are preferable to purchasing a number of single telecoms solutions (i.e. separate PSTN, voicemail, call logging).	Don't know
How many users do you have on your LAN/WAN across all your sites in the UK?	c.180
Who provides this service for you?	In-house (cabling provided by <i>Thus</i>)
Why have you opted for this service? Value for money? Technical reputation?	Value for money
How long have you been using these services?	5 years
Who is your ISP? Does every PC on the network have internet access?	Star Internet – yes
Are you happy with the service you are getting?	Yes
When did you opt to use your current provider and how long is this agreement for?	3 year rolling contract
Have you got people accessing the network remotely? If so, how many?	No
Will you be moving towards a VPN? If so, will you get the service from your current data provider?	No

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Do you have a disaster recovery system in place for contingency?	Yes
Do you have a need for videoconferencing?	No
Have you put a system in place? Who provides those lines?	n/a
How widely is it used?	n/a
How much is your IT budget? How is this broken down ie proportion on telecoms / data etc?	IT capital budget £200k
How much is your telecoms budget? How is this broken down ie proportion on handsets / lines / maintenance etc?	Call charges and line rental amount to c.£50k per annum. Small expenditure on replacing handsets as required
Are these figures likely to stay constant in 2005-06?	Yes
Have you had to alter your ICT plans in light of the Lyons Review, locating staff outside the SE, and the Gershon Review, seeking efficiency gains?	Not specifically for Lyons or Gershon. We already have collaborative projects with other depts. and will continue to pursue this in line with the themes of the Efficient Govt. initiative
Are there any plans for change on the horizon in your organisation?	This really depends on the definition of change. There are major projects underway which will affect significantly the way we run our business