

Response

Please find below the questions as stated your original request, our response stated after each question.

Q1 What budget has been allocated for ICT technical training from 1st April 2015 to the 31st of March 2016?

The approximate budget for IT technical training for this financial year is £12000.00.

Q2 Can you please provide details of the ICT Managers/Mangers that will purchase ICT technical training?

Training agreements are managed by the ICT Senior Manager. It would be disproportionate for us to publically disclose the identity of these individuals given their positions within the organisations unless there is a strong public interest in doing so. These individuals have a legitimate expectation that their personal details will not be disclosed unnecessarily. The Data Protection Act 1998 requires the processing of personal data to be fair and lawful. On balance, there is no legitimate public interest in disclosing their identity and it would not be fair to do so. This information is therefore exempt under section 40(2) of the Freedom of Information Act 2000.

Q3 Please can we have a list of RFQ (Request for Quotes) for any training that will be purchased within the coming 12 months?

The Commission has made three request for quotes in relation to purchasing training within this financial year, these were conducted with EVQ, QA and Quanta.

Q4 Is there ICT technical training required to be purchased within a certain time-frame?
No.

Q5 Can I have a list of any ICT software Upgrades planned for the new financial year?

The following software applications are planned to have upgrades within this financial year Great Plains, Siebel CRM, BES and various internally written software applications.

Q6 Can I have a list of any hardware upgrades planned for the new financial year?

We are unable to provide this information as it is yet to be agreed.

Q7 Can you provide copies or details of any ICT projects?

Details of planned projects the Commission will be undertaking within the coming months are listed below:

- Implementation of the Public Services Network
- Upgrade Great Plains to the 2013 version.
- Upgrade BES to BES12
- Replacing the proxy server
- Introducing Cloud storage to back up data
- Increase bandwidth at our disaster recovery site
- Configuration and roll out of Thin Client
- Introduce corporate Wi-Fi
- Upgrade to Siebel CRM

Q8 How much ICT technical training, has been purchased from QA Limited since first of April 2015?

To date the Commission has spent a total of £2171 for IT training for 8 people.

Q9 A- Do you currently have any skills licences purchased with QA Limited?

We do not currently hold any skills licences with QA Limited.

B- If so can you please provide a usage report?
N/A

Q10 Can you please provide details of the ICT Managers/Mangers that will purchased the licence?

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Review of the decision

If you are unhappy with the service you have received in relation to your Freedom of Information request and wish to make a complaint or request a review of our decision, you should write to FOI Team, Gambling Commission, 4th floor, Victoria Square House, Victoria Square, Birmingham, B2 4BP.

If you are not content with the outcome of your complaint, you may apply directly to the Information Commissioner (ICO) for a decision. Generally, the ICO cannot make a decision unless you have exhausted the complaints procedure provided by the Gambling Commission. The ICO can be contacted at: The Information Commissioners' Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF.

Request

I am Requesting this information in accordance with the Freedom of Information Act 2000 and appreciate your timely response; the questions I would like to ask are included below:

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Q6 Can I have a list of any hardware upgrades planned for the new financial year?

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