



Information Governance Team

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Dear Sir/Madam

Freedom of Information Act 2000 (FOIA)

Request ID: FOI409975982

Thank you for your request for information relating to IT infrastructure monitoring.

You have requested the following information:

• What tools are you using for your IT system monitoring?

The tools we are currently using for our IT system monitoring are Solarwinds and SCOM, uptime Robot.

• Are you using the Microsoft System Center suite of Products for data center management?

Yes.

• Are you using Systems Center Operations Manager (SCOM) for your infrastructure monitoring (this would typically be used for monitoring the health of internal and external apps, CPU, Ram and monitoring objects like logical disks and SQL.)?

Yes.

• Are you using another other form of dashboard on top of SCOM? PowerBI, Silect?, Savision LiveMaps?

No.

• Who manages System Center within the organisation?

Our ICT and Digital team currently manage our System Centre within the Council.

• Who Manages SCOM in the organisation?

Data Centre Services currently manage SCOM within the Council.

• Is there a team or an individual who manages SCOM? (Identifying the SCOM Administrator would be a fantastic outcome from any call)

As mentioned above, our Data Centre Services Lead currently manage SCOM.

• Are there multiple people across different departments using SCOM for monitoring e.g., SQL team, NOC team, IT service desk?

Data Centre services and Systems Management are the teams which currently use SCOM for monitoring.

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If you are unhappy with the outcome of our review, you can write to the Information Commissioner, who can be contacted at: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF or email icocasework@ico.org.uk.

Please remember to quote the reference number above in your response.

Yours faithfully

Information Governance