Information on ICT training provision and team organisation
Request

Dear Sir/Madam

I am contacting you as I am writing a report for my politics project, so I require some information regarding training spent on your staff in the agency. As a student my project requires me to find out how agencies and public bodies are allocating funding towards training and whether this is being conducted efficiently.

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:

1- In the last 2 years have you purchased any it technical training for the ICT /IT department from QA training covering IT Technical Courses such as Microsoft, VMware, Oracle, Citrix and Cisco?

2- What is the exact job title of the manager or team leader in ICT/IT department who has made the purchase?

3- Has the ICT/IT technical department pre-paid for this training? Please state amounts.

4- Have they, in the last 3 years, purchased a skills licence it training package from QA training? Please state the amount purchased and the amounts remaining?

5 - Has the buying IT manager secured 3 quotes for the purchase of the skills licence? If so which were the other companies who submitted the exact same skills licence prices?

6- When will the next skills licence be purchased by the ICT/IT department?

7- Who will purchase the next ICT technical training skills licence?

8- Please provide an ICT department organisation chart.

9- How many people are there in the ICT department?

10- Does the ICT / IT technical department purchase IT technical training for products such Microsoft, Cisco, VMware, Oracle and Citrix in February and March to utilise remaining budget for the financial year if so how do you justify the purchase?

11- How much do you spend on training for the past three financial years? Also please list the top three suppliers that you use for training?

12- At what points during the year does the department make decisions to purchase training throughout the year? How much of the training budget remains for this financial year (ending 31st March 2015)?

13- Who is responsible for purchasing department’s training (i.e. which departments and who are the decision makers)?

Thank you in advance and I look forward to hearing from you soon.
Response

Thank you for your request for information, which we received on 6th February 2015, and have handled under the Freedom of Information Act 2000.

With regard to training spend on JNCC IT staff, we provide the following information (each question has been answered in turn):

1) In the last 2 years have you purchased any it technical training for the ICT/IT department from QA training covering IT Technical Courses such as Microsoft, VMware, Oracle, Citrix and Cisco?
   • No.

2) What is the exact job title of the manager or team leader in ICT/IT department who has made the purchase?
   • N/A – JNCC has not purchased training in Microsoft, VMware, Oracle, Citrix and Cisco from QA.

3) Has the ICT/IT technical department pre-paid for this training? please state amounts.
   • N/A - JNCC has not purchased training in Microsoft, VMware, Oracle, Citrix and Cisco from QA.

4) Have they, in the last 3 years, purchased a skills licence it training package from QA training? Please state the amount purchased and the amounts remaining?
   • No.

5) Has the buying IT manger secured 3 quotes for the purchase of the skills licence? If so which were the other companies who submitted the exact same skills licence prices?
   • N/A - JNCC has not purchased a Skills licence from Q/A or any other organisation in the past 3 years.

6) When will the next skills licence be purchased by the ICT/IT department?
   • Training will be purchased according to skills required within the team. There is an annual review for development opportunities. These development opportunities will be matched and delivered based on the training budget available centrally.

7) Who will purchase the next ICT technical training skills licence?
   • JNCC may not purchase a skills licence. Purchasing any training will be based on cost of the training and value it will deliver. A skills licence will have to be based against procuring technical training from other sources.

8) Please provide an ICT department organisation chart.
   • IT Manager – 3 x Technical Support Officers – 2 x Administrators.

9) How many people are there in the ICT department?
   • There are 6 members of staff that support the IT Infrastructure.

10) Does the ICT/IT technical department purchase IT technical training for products such Microsoft, Cisco, VMware, Oracle and Citrix in February and March to utilise remaining budget for the financial year if so how do you justify the purchase?
    • No.
11) How much do you spend on training for the past three financial years? Also please list the top three suppliers that you use for training?
   - Total of £4920. Top suppliers are Firebrand & Global Knowledge.

12) At what points during the year does the department make decisions to purchase training throughout the year? How much of the training budget remains for this financial year (ending 31st March 2015)?
   - Training budget is managed by the Personnel department and has been spent for this financial year. Decisions on when to procure the training is based on needs, priority and availability of budget.

13) Who is responsible for purchasing department’s training (i.e. which departments and who are the decision makers)?
   - The IT manager identifies the skills required, the individual is responsible to find the most appropriate course and book the course based on availability of central funds.

If you are unhappy with the service you have received in relation to your request and wish to make a complaint please contact Kirsty Meadows (kirsty.meadows@jncc.gov.uk)

If you are still not satisfied following this, you can make an appeal to the Information Commissioner who is the statutory regulator. The Information Commissioner can be contacted at:

Information Commissioner’s Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF
Telephone: 08456 30 60 60
          01625 54 57 45
www.ico.gov.uk

Yours sincerely,

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