

**Human Tissue Authority**  
151 Buckingham Palace Road  
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**Tel** 020 7269 1960  
**Web** [www.hta.gov.uk](http://www.hta.gov.uk)  
**Date** 8 July 2014

[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]

By email

Dear [REDACTED]

### **Freedom of Information request**

Thank you for your request for information dated 10 June 2014, which we received as follows:

“Could you please supply me with the following information?”

- Full details of your organisational structure for your ICT Department, including ICT security, infrastructure, risk, governance and compliance – in addition please include names, job titles and email addresses
- Full details of your top 20 suppliers of ICT services and a brief description of the nature and values of the contracts held by them – in addition please include top 10 suppliers who deal with security of your back office and infrastructure.”

### **Response**

The ICT department at the HTA consists of the Head of Business Technology who reports to the Director of Resources. All areas you list in your request (ICT security, infrastructure, risk, governance and compliance) are covered by these roles.

Director of Resources: Sue Gallone ([sue.gallone@hta.gov.uk](mailto:sue.gallone@hta.gov.uk))

Head of Business Technology: Jamie Munro ([Jamie.munro@hta.gov.uk](mailto:Jamie.munro@hta.gov.uk))

The table below lists the HTA’s 17 ICT suppliers of services and a brief description of the services they cover. This list includes the top ten security suppliers.

In regard to contract values, the HTA considers that section 43 of the Freedom of Information Act 2000 applies as the provision of this information would prejudice the

commercial interests of the suppliers. We have considered the public interest test and do not consider the public interest to hold in this case.

	<b>Supplier</b>	<b>Description</b>
1	BCC Group	LAN/WAN, IT support and CRM support
2	Exponential-E	Network connections
3	Havas	Public website
4	Xerox	Printers and copying
5	Daisy Communications	Mobile phones
6	Webcurl	Online Portal hosting and support
7	m-hance	Great Plains support
8	Tinypulse	Internal feedback and staff consultation
9	Capital Cleaning	IT Cleaning
10	Comply Wise	DPA, DSE, Fire training
11	Versoworks	Spell check integration with CRM
12	Exclaimer	Email signatures
13	Survey Monkey	Public feedback and consultation
14	Globalsign	SSL certificates
15	Phoenix Software	Two factor authentication software licensing and support
16	Softcat Ltd	Hardware procurement
17	Trustmarque	Software licensing

If you are unhappy with the way the HTA has handled your request for information in this case, you may in the first instance ask us for an internal review by writing to us at the above postal or email address.

If you remain dissatisfied with the handling of your request or complaint, you have the right to appeal directly to the Information Commissioner for a decision, at the address below:

Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire SK9 5AF

Telephone: 08456 30 60 60  
or 01625 54 57 45  
Website: [www.ico.gov.uk](http://www.ico.gov.uk)

There is no charge for making an appeal.

Yours sincerely

[REDACTED]  
[REDACTED]  
[REDACTED]