



Our Reference:

**BY EMAIL ONLY**

2 March 2015

Dear

**Request for Information**

Thank you for your email 6 February 2015 requesting information on the IT Department at the Homes and Communities Agency (HCA). For ease we have answered each of your questions separately 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?**

Yes the HCA has purchased training covering the above technical courses.

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

The job title for the member of staff in the IT department who made the purchase is 'IT Service Support Manager'.

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

Yes the IT Department has pre-paid for this training to the amount of £7323.40.

- 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?**

Yes the IT Department has purchased a skills licence form QA to the amount of £8487.25. There is no amount remaining.

**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?**

Alternative providers were researched but were unable to provide the training on suitable dates in a suitable location according to availability of the individual.

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

All training must now be sourced through Civil Service Learning, unless they are unable to source the appropriate course at which point the IT department may source their own provider.

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

The next IT technical training skills licence will be purchased by the Learning and Development (L&D) team at the HCA and this will be done via the Civil Service Learning gateway.

**8. Please provide an ICT department organisation chart.**

We have attached an organisational chart for the IT department at the HCA.

**9. How many people are there in the ICT department?**

There are 38 IT 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?**

No, it does not.

**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?**

We have spent a total of £27746.00 in the past three financial years. The top three suppliers are:

1. QA
2. LEARNING TREE
3. MTC

**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)?**

Decisions on training are made throughout the year. The remaining training budget for this financial year is £16,214

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

L&D are responsible for purchasing the training with advice from the IT department.

If you have any questions regarding this response or any further queries you can contact us at the following addresses and quote your unique reference number found at the top of this letter:

**Email:** [mail@homesandcommunities.co.uk](mailto:mail@homesandcommunities.co.uk)

**Mail:** Information Access Officer  
Homes and Communities Agency  
Fry Building  
2 Marsham Street  
London  
SW1P 4DF

If you are unhappy with the way Homes and Communities Agency has handled your request you may ask for an internal review. You should contact

Head of Legal Services  
Homes and Communities Agency  
Fry Building  
2 Marsham Street  
London  
SW1P 4DF

If you are not content with the outcome of the internal review, you have the right to apply directly to the Information Commissioner for a decision. The Information Commissioner can be contacted at

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

Yours sincerely

Naomi McMaster  
Information Access Officer  
Homes and Communities Agency