

Freedom of Information requests

2012

Reference number: 12-016

I would like to make a request for information under the Freedom of Information Act regarding your IT network infrastructure.

Please could you answer the following questions regarding the equipment for The Museum of Welsh Life at National Museum, Cathays Park, Cardiff, South Glamorgan, CF10 3NP

- 1.) How many desktop PCs do you have at this site? Which brand(s) are they?
- 2.) How many laptops/notebooks or tablet PCs do you have at this site? Which brand(s) are they?
- 3.) How many thin clients do you have at this site? Which brand(s) are they?
- 4.) What operating systems do you run on your PCs/Laptops?
- 5.) How many desktops, laptops and thin clients do you have in total in your organisation across the country?
- 6.) How many physical servers do you have on site? Which brand(s) are they?
- 7.) How many virtual servers do you have on site?
- 8.) Which server virtualisation software do you use?
- 9.) Which server operating systems do you use?
- 10.) What supplier provides the maintenance (out of warranty) support on your desktops and servers and when does the contract expire?
- 11.) What suppliers/brands of Storage Area Networking (SAN) do you use?
- 12.) Which application do you use for Enterprise Resource Planning/Management (ERP/ERM)?
- 13.) Which application do you use for Groupware Products?
- 14.) Which application do you use for Database Products?
- 15.) Which application do you use for CRM Software?
- 16.) Which application do you use for Business Intelligence Systems?
- 17.) Which application do you use for Finance & Accounting Systems?
- 18.) Which application do you use for Human Resources Application Systems?
- 19.) What are the names, line types and speeds of your ISPs?
- 20.) Who is your primary voice carrier?
- 21.) Approximately how many phone extensions do you have at this site?
- 22.) Do you use VoIP for your internal communications?

29/11/2012

23.) Are your external calls through your voice carrier carried over VoIP or do they go over a conventional phone line?

24.) Which brand of PBX do you use at this site?

25.) Which supplier has the maintenance contract on your PBX and when does it expire

26.) Who supplies the outsourced or managed service for your data centre and when does the contract expire?

27.) Who supplies the outsourced or managed service for your service desk and when does the contract expire?

Please be aware that we may wish to reuse the information as part of the services we provide to clients.

I understand that under the act I should be entitled to a response within 20 working days. I would be grateful if you could confirm that you have received this request.

I look forward to hearing from you in the near future.

21 December 2012

Reference number: 12-016

Dear,

REQUEST FOR INFORMATION – regarding the Museum's IT Network Infrastructure.

Thank you for your request for information. As Head of Knowledge and Information Management for Amgueddfa Cymru - National Museum Wales, I am responsible for responding to your request for information.

I refer to your email of the 27th November 2012, in which you asked for the following information:

1	<i>How many desktop PCs do you have at this site? Which brands(s) are they?</i>
2	<i>How many laptops/notebooks or tablets do you have at this site? Which brand(s) are they?</i>
3	<i>How many thin clients do you have at this site? Which brand(s) are they?</i>
4	<i>What operating systems do you run on your PCs/laptops?</i>
5	<i>How many desktops, laptops and thin clients do you have in total in your organization across the country?</i>
6	<i>How many physical servers do you have on site? Which brand(s) are they?</i>
7	<i>How many virtual servers do you have in site?</i>
8	<i>Which server virtualization software do you use?</i>
9	<i>Which server operating systems do you use?</i>
10	<i>What supplier provides the maintenance (out of warranty) support on your desktops and servers and when does the contract expire?</i>
11	<i>What suppliers/brands of Storage Area Networking (SAN) do you use?</i>
12	<i>Which application do you use for Enterprise Resource Planning/Management (ERP/ERM)?</i>
13	<i>Which application do you use for Groupware Products?</i>
14	<i>Which application do you use for Database Products?</i>
15	<i>Which application do you use for CRM Software?</i>
16	<i>Which applications do you use for Business Intelligence Systems?</i>
17	<i>Which application do you use for Finance & Accounting Systems?</i>
18	<i>Which application do you use for Human Resource Application Systems?</i>

19	What are the names, line types and speeds of your ISPs?
20	Who is your primary voice carrier?
21	Approximately how many phone extensions do you have at this site?
22	Do you use VoIP for your internal communications?
23	Are your external calls through your voice carrier carried over VoIP or do they go over a conventional phone line?
24	Which brand of PBX do you use at this site?
25	Which supplier has the maintenance contract for your data centre and when does the contract expire?
26	Who supplies the outsourced or managed service for your data centre and when does this contract expire?
27	Who supplies the outsourced or managed services for your service desk and when does the contract expire?

RESPONSE

In responding to your email, I will address your request in its entirety. Your request for information has now been considered and I must inform you that the Museum is not obliged to supply the information you have requested due to the information being exempt under section 31 (Law Enforcement) of the Freedom of Information Act.

The exemption applicable to the Information is:

Section 31 (1)(a) – the prevention or detection of crime

Section 31 of the Act (Law Enforcement) states that information is exempt if its disclosure under the Act would, or would likely prejudice: the prevention or detection of crime.

This is a qualified and prejudice based exemption and therefore, the legislators accept that there may be harm if released. The Museum has to consider and describe the harm that would occur if the information was to be released and carry out a Public Interest Test.

Information requested	FOI Exemption	Public interest Test - in favour of disclosure	Public interest Test - against of disclosure
<p><u>IT Network Infrastructure</u></p> <p>Includes specific details of the number and type of computers used, nature and brand of servers, applications used, and organisations contracted to provide supporting services.</p>	<p>FOIA Section 31- Law Enforcement</p> <p>Section A (Public Interest Test applies)</p> <p>This information contains specific technical information that if known would have a serious impact on the Museum's ability to maintain a secure IT Network Infrastructure.</p> <p>Access to such information would provide useful to those persons seeking to gain unauthorised access or cause disruption / damage to the</p>	<p>For Disclosure</p> <p>Disclosure of the information would allow for greater awareness and openness in the way the Museum uses its resources.</p>	<p>Against Disclosure</p> <p>It is in the interest of the public that the Museum holds its computer-based information in a safe and secure manner, preventing unauthorised access to personal information or information which could seriously jeopardise the security of the artefacts or operations of the Museum.</p> <p>All information released under FOI is released to the world and not just the individual requesting the</p>

	<p>Museum's IT Network Infrastructure.</p> <p>Best security practice requires keeping confidential as much information about an organisation's technical infrastructure as possible. Making this information public or unnecessarily available makes it much easier for malicious individuals to understand the infrastructure they wish to compromise. With this information they will know what attack vectors and exposures they can readily exploit.</p>	<p>information and because of this, there is a significant concern the information could be used by individuals to gain access to our systems thus putting at risk the disclosure of personal or security-related information. That being the case, we would be failing in our duty to protect personal data and the trust the Welsh Government have placed on the Museum to ensure the artefacts remain safe.</p> <p>Cyber attacks are on the rise and the release of the information being requested would provide individuals intent on attacking the Museum's IT Network individuals with sufficient details to carry out such an attack.</p> <p>The risk to the public from the effects of such criminal</p>
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Llywydd/President Elisabeth Elias MA DL
 Tysorydd/Treasurer J. Peter W. Morgan M.Sc. FCA Cyfarwyddwr Cyffredinol/Director General David Anderson
 Rhif elusen / Charity registration number: 525774
 Rhif TAW / VAT registration number: GB 783 4541 10



			<p>activity would increase as it could compromise personal data, security of artefacts and operational safety.</p> <p>If individuals intent on committing acts against the Museum are able to obtain such information, it would directly impact the Museum's ability to prevent and detect crime. Should the network become compromised, there is a significant risk of unauthorised access to personal data and costly physical damage to logical systems within the network.</p>
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The public interest test is based on whether the public's benefit of having access to the information outweighs the potential harm.

In this case, there would be a small benefit to the public by the release of the information. However, there is a very strong argument for withholding the all of the information as the release of the information would have a negative impact on the Museum's ability to maintain a secure IT Network Infrastructure. There is a real and significant risk that the release of the requested information could lead to deliberate and malicious attacks to the Museum's Network Infrastructure, thus diverting staff time and resources. Such attacks could compromise the Museum's ability to protect personal data, the safety of the collections and daily operational activities across the Museum.

As there is a real risk to the safety of personal information, collections security and network infrastructure; it can not be justified that the public interest would be served in releasing this information.

Effective detection and prevention of crime is of paramount importance and therefore, it is my opinion that the balancing test favours non-disclosure. I have determined that the disclosure of the requested information would not be in the public interest. I believe the harm considerations and the risks relating to unauthorised access to personal data and potential damage to critical systems outweigh the public interest in disclosing the information. My decision is that it would not be in the public interest to release this information.

That being the case, I must inform you, in accordance with Section 31(1)(a) of the Freedom of information Act 2000, the information you have requested is exempt from disclosure. Amgueddfa Cymru – National Museum Wales is unable to provide this information, I must therefore provide you with a Refusal Notice under Section 17.1 of the Freedom of Information Act 2000.

Your request was considered according to the principles set out in the National Assembly's Code of Practice on Public Access to Information (third edition). The Code is published on the Internet at www.information.wales.gov.uk.

If you believe that I have not applied the Code of Practice on Public Access to Information correctly or have not followed the relevant laws, please contact me to request a first-stage review. If, after that, you are still not satisfied you may request a formal review by the Museum. When dealing with any concerns, we will follow the principles of the National Museum of Wales' Code of Practice on Complaints, which is available on the Internet at www.nationalmuseumwales.org/en/45/ or by post to:

Mr. John Williams-Davies
Director of Collections & Research
National Museum Wales
Cathays Park
Cardiff
CF10 3NP

You also have the right to complain to the Information Commissioner. Normally, however, you should pursue the matter through our internal procedure before you complain to the Information Commissioner. The Information Commissioner can be contacted at:

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

Yours sincerely,

Head of Knowledge & Information Management