

11 October 2024

Your request for information under the Freedom of Information (Scotland) Act 2002 (“the Act”)

Thank you for your request for information which was received by VisitScotland on 13 September 2024:

“Under the Freedom of Information Act, I would request you to respond to questions included in the attachment.” [With attachment]

VisitScotland’s response

Please see attached information in the format requested by you.

Your right to request a review

If you wish to request a review of your application under either the Freedom of Information (Scotland) Act 2002 or the Environmental Information (Scotland) Regulations 2004, your request should be submitted to us in writing, or another permanent format (for example e-mail or voice recording) to:

Ms Vicki Miller
Chief Executive
VisitScotland
Waverley Court
4 East Market Street
Edinburgh
EH8 8BG

Telephone: 0131 473 3603
E-mail: vicki.miller@visitscotland.com

The request for a review should be received by us within 40 days of the date of this letter. Any request for a review should also set out, in as much detail as possible, the reasons why you are not satisfied with our response or the manner in which we have dealt with your application.

If you are not satisfied with the result of the review, then you have the right to appeal to the Scottish Information Commissioner.

You can contact the Scottish Information Commissioner at:

Scottish Information Commissioner
Kinburn Castle
Doubledykes Road
St Andrews
Fife
KY16 9DS

Telephone: 01334 464610
Fax: 01334 464611
Email: enquiries@itspublicknowledge.info

You also have the right to appeal to the Court of Session in Scotland on a point of law concerning our response.

Q1. Can you please list the number of devices deployed by your organisation for the following?	
Device Type	Number of Devices
Desktop PCs	42 Dell + 14 MacPro
Laptops	268 Dell + 22 MacBook
Mobile Phones	231
Printers	66 HP
Multi Functional Devices (MFDs)	18 Canon
Tablets	312 Surface Pro & Samsung
Physical Servers	44
Storage Devices (for example: NAS, SAN)	8
Networking Infrastructure (for example: Switches, Routers, Interfaces, Wireless Access Points)	177
Security Infrastructure (for example: Firewalls, Intrusion Detection Systems (IDS), Virus Monitoring Tools)	12

Q2. Does your organisation plan to procure any of the below enterprise applications or software, if yes, please provide information in the below format.	2024/25 Spend/Budget (£)	2025/26 Spend/Budget (£)
Please note, if the applications you're planning to procure are not listed below then do mention them separately.		
Content Management System	235,000.00	235,000.00
ERP Enterprise Resource Planning (includes SCM)	217,500.00	217,500.00
Inventory Management Software	90,256.00	90,256.00
Enterprise Asset Management (EAM) Software	No plans	No plans
Business Intelligence Systems	No plans	No Plans
Other software/apps (mention the name of the software) :-	As follows:-	
Destination Management Software - New Mind ETS	177,700.00	177,700.00
Event Management and Booking Platform	16,075.00	16,075.00
DML Brandkit	30,855.00	60,000.00
Firewall Replacement (fortinet)	22,630.53	22,630.53
Qualtrics survey software	42,200.00	budget to be confirmed
Social Media management tool	77,871.00	80,000.00
Browerstack Licences	18,216.91	19,017.54
Email deliverability tool	10,000.00	11,512.00
One Trust	16,127.46	16,127.46
Provision of GitHub	7,599.48	7,599.48
Payment software	7,000.00	7,000.00
Raw Video Categorisation and Editing Tool	1,428.00	requirement to be confirmed
IT and facilities service desk - Halo	43,807.53	budget to be confirmed
Esignature services - docusign	5,485.50	requirement to be confirmed
Digital Signage	9,874.34	5,500.00
Tenable.io	20,075.47	16,291.69
Figma	5,500.00	budget to be confirmed
Druva Licences	14,430.70	budget to be confirmed
Cludo Site Search	15,000.00	budget to be confirmed
Nexus Licences	23,562.00	0.00
Bloomreach Engagement	195,333.00	137,333.00
Microsoft Enterprise Agreement	82,259.29	82,259.29
Social media listening tool	40,000.00	40,000.00

User Experience Tool	27,500.00	27,500.00
Provision of Phishing Simulation Tool - cofence	7,504.00	0.00
JetBrains licences	3,856.10	4,000.00
Usability Testing Tool	Circa £26,000	budget to be confirmed
Google Analytics	43,425.00	budget to be confirmed
Jira Cloud	21,000.00	requirement to be confirmed
Granicus	75,000.00	budget to be confirmed
Veritas Backup	500.00	500.00

Q3. Do you have any plans to procure End user devices (desktop/laptop/tablet/mobile phones etc)? if yes, please provide information in the below format.	2024/25 Spend/Budget (£)	2025/26 Spend/Budget (£)
	£0	£0
Laptops	20,000 (estimate)	70,000 (estimate)
Mobile Phones	5,000 (estimate)	20,000 (estimate)
Tablets and Others (if Others, please specify)	20,000 Surface Pro (estimate)	80,000 Surface Pro (estimate)

Q4. Do you have any plans to procure below services/software? if yes, please provide information in the below format.	2024/25 Spend/Budget (£)	2025/26 Spend/Budget (£)
Artificial Intelligence (AI)	£0	Unknown at this stage
Cyber Security	£218,000	Unknown at this stage