

Date: 21st April 2021

Our Reference: FOIA-2021-043

RE: Your request for information under the Freedom of Information Act 2000

I write in response to your Freedom of Information Act 2000 ('FoIA 2000') request dated **16/04/2021**, in which you requested:

"Most organisations employ a 3-tier IT support structure. What support role is employed within the College of Policing that is the immediate in-person support mechanism for the organisation in an on-site capacity, and how many of these roles are employed?"

Decision

When a request for information is made under the FoIA 2000, a public authority has a general duty under section 1(1) of the Act to inform an applicant whether the requested information is held. There is then a general obligation to communicate that information to the applicant. In line with section 1(1) of the FoIA 2000, I can confirm the College **does hold information** relevant to your request. We have dealt with both parts of your request separately:

What support role is employed within the College of Policing that is the immediate in-person support mechanism for the organisation in an on-site capacity

The Customer Support team provide deskside and classroom technology support. Work is passed to the Customer Support team through the first point of contact at the College, the Customer Contact Centre, who also perform in-person support, at what is traditionally described as "1st Line".

and how many of these roles are employed?

There is a Customer Support Engineer presence at all College Sites, as well as home based staff, who provide remote support. There are 10 full time roles and 1 part time role within this team.

Your rights are provided at the bottom of this letter.

Yours sincerely,

Kate Kaufman | Legal Advisor
Information Management and Legal Team

College of Policing

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Your right of review

Under the Freedom of Information Act 2000 you have a right to request an internal review if you are dissatisfied with our handling of your request. Review requests should be made in writing (by email or post) within **40 working days** from the date of our original response. We will aim to respond to your review request within **20 working days**.

The Information Commissioner's Office (ICO)

If, after lodging a review request you are still dissatisfied, you may raise the matter with the ICO. For further information you can visit their website at <https://ico.org.uk/for-the-public/official-information/>. Alternatively, you can contact them by phone or write to them at the following address:

Information Commissioner's Office

Wycliffe House

Water Lane

Wilmslow

Cheshire

SK9 5AF

Phone: 0303 123 1113