

12 May 2023

Information Regarding Clydebank Housing Association ICT Renewal and Strategy Program

Questions

1. When was your last networking (LAN, Core, Edge) refresh, and when is the next refresh planned?
 - New Server Implemented Jan 2023
 - New Network Infrastructure Implemented Feb 2021
 - Next refresh planned 2030

2. When was your last Wi-Fi refresh, and when is the next refresh planned
 - New Wi-Fi infrastructure Implemented Feb 2021
 - Next refresh planned 2030

3. When was your last telephony or Unified Communications refresh, and when is the next refresh planned?

Our telephone system is primarily Software Based and our handsets are a mixture of App & physical phones. As The system is constantly being updated it would be doubtful if a refresh would be necessary.

4. Can you confirm contract end dates and incumbent vendors for the above?

We sign 3-year agreements which will not finish until 2025.

5. What are the key parts of your Digital Transformation strategy for the next 3 years?
 - Agile Working.
 - Investment into SaaS

6. With more employees now working in a hybrid environment, what measures are in place to facilitate this securely?
 - Remote Working Server.
 - Software / App based Telephone System.