



Loch Lomond & The Trossachs National Park Authority
Carrochan
Carrochan Road
Balloch
G83 8EG

Ref: FOI 2025-039
Date: 14 October 2025

Dear XXX

REQUEST UNDER FREEDOM OF INFORMATION (SCOTLAND) ACT 2002

Thank you for your request for access to information held by the National Park Authority, which we received by email on 18 September 2025. We have processed your request under the Freedom of Information (Scotland) Act 2002 (FOISA) and provide our response below.

Where fields are marked 'not held', we provide you with notice under section 17(1) of FOISA that the requested information is not held by the National Park Authority.

Your Request - Part 1	Our Response
Please list the number of devices deployed by your organisation for the following:	The number of devices is provided below:
Desktop PCs	65
Laptops	209
Mobile Phones	65
Printers	1
Multi-Functional Devices (MFDs)	6
Tablets	37
Physical Servers	10
Storage Devices (for example: NAS, SAN)	2
Networking Infrastructure (for example: Switches, Routers, Interfaces, Wireless Access Points)	25
Security Infrastructure (for example: Firewalls, Intrusion Detection Systems (IDS), Virus Monitoring Tools)	2

Your Request - Part 2	Our Response			
Does your organisation have plans to procure any of the below services, if yes then please provide information in the below format?	2025/26	2026/27	2027/28	2028/29
a. Cloud computing Services	Not held	Not held	Not held	Not held
b. Cloud migration consultancy services	Not held	Not held	Not held	Not held
c. Customer Platform as a Service (PaaS)	Not held	Not held	Not held	Not held
d. Consultancy services to assist with local government reorganisation	Not held	Not held	Not held	Not held
e. Artificial Intelligence development services	Not held	Not held	Not held	Not held
f. Fully Managed IT Services	Approximately £119,000	Approximately £119,000	Approximately £119,000	Approximately £119,000
g. Digital Transformation and Strategy consultancy services	Not held	Not held	Not held	Not held

Your Request - Part 3	Our Response			
Does your organisation have any plans to procure the below solutions if yes then please provide required information in the below format?	2025/26	2026/27	2027/28	2028/29
a. Software Licences	£260,000	Not held	Not held	Not held
b. Telephony Solutions	£80,000	Not held	Not held	Not held
c. Digital Asset Management solutions	£26,000	£26,000	£26,000	£26,000
d. Housing Management Solutions	Not held	Not held	Not held	Not held
e. ERP, Payroll and/or HR solutions	£22,000	Not held	Not held	Not held
f. CRM and/or case management solutions	Not held	Not held	Not held	Not held

Your Request - Part 4	Our Response			
Can your organisation provide planned ICT procurement plans across software, hardware or services for the mentioned years? (Software Applications/Hardware Devices/mobile services)	2025/26	2026/27	2027/28	2028/29
a. Infrastructure Hardware/MFDs/Laptops Refresh	£57,000	Not held	Not held	Not held
b. Physical security systems or access control software	Not held	Not held	Not held	Not held
c. Network Infrastructure (WAN, LAN, etc.)	Not held	Not held	Not held	Not held
d. End user devices	Approx. £2,000	Approx. £2,000	Approx. £2,000	Approx. £2,000
e. Mobiles, voice and data services	Not held	Not held	Not held	Not held
f. Server and/or Storage	Not held	Not held	Not held	Not held

Right to Review

If you are unhappy with our response, you can ask us to review the way we have handled your request. Further information on our review and appeals process is provided overleaf.

Yours sincerely

Information Management
Loch Lomond and the Trossachs National Park Authority

Review Procedure

If you are dissatisfied with this decision, or the way in which the Authority has dealt with your request, you are entitled to require the Authority to review its decision. Please note that in order for a review to take place you are required to:

- Send your request for review in writing, setting out in full the reasons why you are requesting a review.
- Submit your review request within 40 working days of either the date on which you received a response from the Authority or the date by which you should have received a response under the terms of the Freedom of Information (Scotland) Act 2002, whichever is the later.
- address your review request to:

Information Manager
Loch Lomond & The Trossachs National Park Authority
National Park Headquarters
Carrochan
Carrochan Road
Balloch
G83 8EG
E-mail: info@lochlomond-trossachs.org

The review will be handled by staff who were not involved in the original decision. You will receive notice of the result of your review within 20 working days.

If you are not satisfied with the response to your request for review, you can contact the Scottish Information Commissioner, the independent body which oversees the Freedom of Information (Scotland) Act 2002, at:

Scottish Information Commissioner
Kinburn Castle
Doubledykes Road
St Andrews
Fife
KY16 9DS
Tel: 01334 464610
Website: www.itspublicknowledge.info
E-mail: enquiries@itspublicknowledge.info