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External Communications  
Department for Transport  
5/01  
Great Minster House  
76 Marsham Street  
SW1P 4DP  
Direct Line: 020 7944 4734

Web Site: [www.dft.gov.uk](http://www.dft.gov.uk)

Our Ref: F0007782

4 July 2011

XXXX XX XXXXXX,

### **Freedom of Information Request – F0007782**

I am writing to confirm that the Department has now completed its search for the information which you requested on 23 June 2011.

You asked for the annual total running costs of the DfT website with cost breakdown to separately identify the cost of hosting the website (including any hardware costs), the cost of software support (with separate licence costs) and the budgeted amount for any change during the 2011/12 financial year. You asked that the cost data be separated by external spend with third parties and internal costs for staffing. You also asked us to state the underlying technology used for the site, the average monthly unique visits and the number of pages and documents on the site. You asked for the annual budget for supporting the software along with any budget for changing it.

I have provided the annual total running costs for the DfT corporate website for 2010-11. The costs for 2010-11 are provided using cost categories in accordance with Cabinet Office guidance TG128 Measuring website costs (<http://www.coi.gov.uk/guidance.php?page=223>). All costs listed include VAT.

Cost category	Costs for 2010-11	Notes
Strategy and Planning	£33,909	
Design and Build	£40,654.46	
Hosting and infrastructure	£742,800.10	1. This includes £211,635.97 depreciation. 2. The cost of hosting the website for 2010-11 was £244,852.98 which includes hardware costs. 3. Software licence costs for 2010-11 was £149,389.03 4. Web application support costs for 2010-11 was £125,351.59.
Content provision	£38,516.55	
Testing and evaluation	£21,818.00	

The budgeted amount for the redevelopment of the departmental and Driving Standards Agency corporate websites during 2011/12 is £120k including VAT. This work is currently ongoing and within budget.

All costs quoted above for 2010-11 are for external spend with third parties; internal staff costs for 2010-11 were £195,522.82. These staff costs cover a range of corporate digital projects, including but not exclusive to work on the DfT corporate website.

The underlying technology for the DfT corporate website during 201-11 was the Alterian Web Content Management System; the corporate departmental website was redeveloped using Word Press in June 2011.

The average monthly unique visits across the [www.dft.gov.uk](http://www.dft.gov.uk) corporate web estate during 2010-11 was 840,763. This covers all content available via the dft.gov.uk domain and not just the corporate website. Figures are not captured in isolation for the corporate website.

The current [www.dft.gov.uk](http://www.dft.gov.uk) corporate website has approximately 1250 html pages within WordPress and 3940 documents hosted in a separate storage area network (SAN).

The budget for corporate digital communications for 2011-12 which includes the corporate [www.dft.gov.uk](http://www.dft.gov.uk) website is £493k including VAT. This includes the £120k allocated for redevelopment of the corporate DfT and Driving Standards Agency websites in WordPress. This budget covers a range of digital activities and associated spend of which the corporate website is one aspect.

In keeping with the spirit and effect of the Freedom of Information Act, all information is assumed to be releasable to the public unless exempt. A copy of this response and the information provided may now be published on our website together with any related information that will provide a key to its wider context.

If you are unhappy with the way the Department has handled your request or with the decisions made in relation to your request you may complain within two calendar months of the date of this letter by writing to the Department's Information Rights Unit at:

Zone D/04  
Ashdown House  
Sedlescombe Road North  
Hastings  
East Sussex TN37 7GA  
E-mail: [FOI-Advice-Team-DFT@dft.gsi.gov.uk](mailto:FOI-Advice-Team-DFT@dft.gsi.gov.uk)

Please see attached details of DfT's complaints procedure and your right to complain to the Information Commissioner.

If you have any queries about this letter, please contact me. Please remember to quote the reference number above in any future communications.

Yours sincerely,

XXXXXXXXXX XXXXXXXXXXXXX

## **Your right to complain to [DfT/Agency] and the Information Commissioner**

You have the right to complain within two calendar months of the date of this letter about the way in which your request for information was handled and/or about the decision not to disclose all or part of the information requested. In addition a complaint can be made that DfT has not complied with its FOI publication scheme.

Your complaint will be acknowledged and you will be advised of a target date by which to expect a response. Initially your complaint will be re-considered by the official who dealt with your request for information. If, after careful consideration, that official decides that his/her decision was correct, your complaint will automatically be referred to a senior independent official who will conduct a further review. You will be advised of the outcome of your complaint and if a decision is taken to disclose information originally withheld this will be done as soon as possible.

If you are not content with the outcome of the internal review, you have the right to apply directly to the Information Commissioner for a decision. The Information Commissioner can be contacted at:

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