

Date: 02/07/2018

FREEDOM OF INFORMATION REQUEST FOI/014136 – IT Systems

Where the responses refer to FOI Exemption 43 Commercial Interest:

FOI Exemption 43 Commercial Interest (release of the information could potentially damage The Trust's business reputation and/or the confidence that customers, suppliers or investors may have in it). Cyber-attacks against infrastructure have the potential to inflict significant, real-life disruption and prevent access to critical services that are vital to the functioning of Trust systems. It is imperative that the Trust is cyber resilient in the face of growing and sophisticated cyber threats. The certification The Trust publishes (ISO27001, Cyber Essentials) is more high level assurance that we work to a certain standard.

For question asking for Trust spend on IT, this can be found published in the Trust's Annual Accounts on the Trust website under the following link:

<http://dudleygroup.nhs.uk/about-us/publications/annual-report/>, Information for 2017/2018 is intended for future publication and as such is exempt under (FOI Exemption 22).

Question 1	What is your organisation's IT spend in FY17/18 and projected for FY18/19?	FY17/18	FY18/19
	Overall	Exemption 22	Exemption 22
	Capital Revenue	Intended for future publication	Intended for future publication

Question 2	Does your organisation outsource any or all of its IT infrastructure?	Yes/No	If yes, who is the main supplier or shared service provider?	If no, please give details:	Annual spend FY17/18	Contract renewal date	Percentage outsourced
	Desktop management	Exemption 43	Exemption 43	Exemption 43	see question 1	n/a	Exemption 43
	Networking	Exemption 43	Exemption 43	Exemption 43	see question 1	n/a	Exemption 43
	Data centre	Exemption 43	Exemption 43	Exemption 43	see question 1	n/a	Exemption 43
	Mobile device management	Exemption 43	Exemption 43	Exemption 43	see question 1	n/a	Exemption 43
	Server management	Exemption 43	Exemption 43	Exemption 43	see question 1	n/a	Exemption 43
	IT security	Exemption 43	Exemption 43	Exemption 43	see question 1	n/a	Exemption 43
	Other (please specify)						

Question 3	What elements of your IT infrastructure are managed by a cloud provider?	Yes/No/specify	Main supplier	Annual spend FY17/18	Contract renewal date
	Data storage	Exemption 43	Exemption 43	see question 1	n/a
	Networking	Exemption 43	Exemption 43	see question 1	n/a
	Back-up and archive	Exemption 43	Exemption 43	see question 1	n/a
	Processing and compute capacity	Exemption 43	Exemption 43	see question 1	n/a

Application databases	Exemption 43	Exemption 43	see question 1	n/a
Big data analytics databases	Exemption 43	Exemption 43	see question 1	n/a
Email and collaboration	Exemption 43	Exemption 43	see question 1	n/a
Other (please specify)				

Question 4	Does your organisation plan to move to a cloud-based service in the next 2 years?	Yes	No	Main supplier	Notes
	Data storage	Exemption 43	Exemption 43	Exemption 43	
	Networking	Exemption 43	Exemption 43	Exemption 43	
	Back-up and archive	Exemption 43	Exemption 43	Exemption 43	
	Processing and compute capacity	Exemption 43	Exemption 43	Exemption 43	
	Application databases	Exemption 43	Exemption 43	Exemption 43	
	Big data analytics databases	Exemption 43	Exemption 43	Exemption 43	
	Email and collaboration	Exemption 43	Exemption 43	Exemption 43	
	Other (please specify)				

Question 5	What percentage of your servers are virtualised and what virtualisation platform do you use?	Response
	What percentage of your servers are virtualised	Exemption 43
	Virtualisation platform and main supplier	Exemption 43

Question 6	How does your organisation manage data storage?	Please select	On premise/Off premise	Main supplier	Annual spend FY17/18	Contract renewal date
	Local departmental servers	Exemption 43	Exemption 43	Exemption 43	see question 1	n/a
	In-house data centre	Exemption 43	Exemption 43	Exemption 43	£80k	2021

	Outsourced cloud provider	Exemption 43	Exemption 43	Exemption 43	see question 1	n/a
	Outsourced data centre	Exemption 43	Exemption 43	Exemption 43	see question 1	n/a
	Shared service	Exemption 43	Exemption 43	Exemption 43	see question 1	n/a
	Other (please specify)					

Question 7	How many servers does your organisation have and are these owned or leased?	Response	Notes
	Number of servers	Exemption 43	
	Owned or leased	Exemption 43	
	Average age of servers	Exemption 43	
	Main supplier	Exemption 43	
	Annual spend FY17/18	see question 1	

Question 8	Please specify your organisation's network suppliers, annual spend and contract renewal dates	Main supplier	Annual spend - FY17/18	Contract renewal date
	Fixed line telecoms	Exemption 43	£380k	rolling
	Mobile telecoms	Exemption 43	£38k	rolling
	Data network (broadband)	Exemption 43	Approx £300k	rolling
	WiFi (hardware)	Exemption 43	£50k	2023
	CoIN (if applicable)	Exemption 43	£100k	rolling
	WAN	Exemption 43	£80k	2023
	LAN	Exemption 43	Combined with above	2023
	Other (please specify)			

Question 9	Please outline the extent of your trust's WiFi coverage?	Yes/No	Percentage of organisation covered
	Community wide (e.g. CoIN)	Exemption 43	Exemption 43
	Enterprise wide (whole campus)	Exemption 43	Exemption 43
	Main building only	Exemption 43	Exemption 43
	Sections of building(s) only	Exemption 43	Exemption 43
	Mobile phone signal enabled through WiFi	Exemption 43	Exemption 43
	No wireless networks are used in the trust	Exemption 43	Exemption 43

Question 10	Does your organisation have a BYOD or CYOD policy?	Yes/No
	Bring Your Own Device (BYOD)	No
	Choose Your Own Device (CYOD)	No

Question 11	What mobile device management (MDM) software does your organisation use?	Main product and supplier	Annual spend - FY17/18	Contract renewal date
	Smartphones	Exemption 43	Included within costs above	Rolling
	Laptops	Exemption 43	£11k	rolling
	PCs	Not mobile	n/a	n/a
	Tablets	Exemption 43	£45k	2022
	Other (please specify):			

Question 12	Does your organisation have a mobile threat prevention solution?	Yes/No	Product
		Yes	Exemption 43

Question 13	What devices are used by your organisation?	Number across organisation	Average age of product	Main supplier
	Smartphones	Exemption 43	Exemption 43	Exemption 43
	Laptops	Exemption 43	Exemption 43	Exemption 43
	PCs	Exemption 43	Exemption 43	Exemption 43
	Tablets	Exemption 43	Exemption 43	Exemption 43

Question 14	What video/web conferencing software does your organisation use?	Response	Notes
	Main product (e.g. Skype, Jabber, W	Exemption 43	
	Main supplier	Exemption 43	
	Annual spend	£35k	
	Contract renewal date	2020	

Question 15	What desktop operating system software is used by your organisation?	Main product	Main supplier	Annual spend	Contract renewal date
		Exemption 43	Exemption 43	n/a	n/a

Question 16	What personal office productivity software is run by your organisation?	Response
	Product and version	Exemption 43
	Licencing model (e.g. cloud-based, e	Exemption 43
	Number of licences	approx 3000

Question 17	Does your organisation use NHSmail or a locally hosted email system?	NHSmail	Locally-hosted (please specify provider)	Both	Are you moving to NHSmail2 (Yes/no)
		Exemption 43	Exemption 43	Exemption 43	Exemption 43