

Date: 14/10/2019

FREEDOM OF INFORMATION REQUEST 015048 – IT and telephone systems

I am writing to make an open government request for all the information to which I am entitled under the Freedom of Information Act 2000.

These questions relate specifically to Information and Communication Technology (ICT) services which includes services relating to the support of

- Computer hardware and operating software
- Servers,
- PC's, laptops printers and mobile devices,
- Networks,
- Telephony
- Application support

1. Who provides your IT services (please also state if these services are in-sourced to an internal ICT team or outsourced to an external supplier) - Internal IT Support Team support all items with the exception on Telephony. All FM services are provided by our PFI Partner, Summit Healthcare and telephony is included.

2. How many staff deliver the ICT services listed above? - 35 IT staff deliver the IT services listed above.

3. If your services are outsourced to an external supplier, when does the contract expire? - All FM services are provided by our PFI Partner, Summit Healthcare and telephony is included

4. Do you have any services hosted in the cloud? - Yes

5. How many applications are supported by the IT service provider? - 1st/2nd Line support for all IT applications, 3rd Party contracts in place for further support

6. Which operating system do your PC's and laptops use (ie Windows 10 etc)? - Windows 7, Windows 10