

Trust Headquarters
Russell's Hall Hospital
Dudley
West Midlands
DY1 2HQ

Ref: FOI-102024-0001197

Date: 16.1.25

Address / Email:

Dear

Request Under Freedom of Information Act 2000

Thank you for requesting information under the Freedom of Information Act 2000.

Request

Can you please provide an update regarding the Trust's Infrastructure, including aspects of hosting, help desks, and data warehousing? The six questions are in the attached spreadsheet, which I would be grateful if you could fill in.

1. Do you have a disaster recovery strategy/business continuity plan?
- 2: For each device detailed below please provide the requested information
- 3: Does your trust have a hosting supplier?
- 4: Does your trust use a data warehouse?
- 5: Does your trust have a service desk?
- 6: Does your trust use a help desk?

Response

Please see information below.

| | | | | | | | |
|---|--------|----------|--|--|--|--|--|
| 1. Do you have a disaster recovery strategy/business continuity plan? | Yes/No | Supplier | | | | | |
| | Yes | Internal | | | | | |

| | | | | | | | |
|--|--------------------------------|--|---------------|------------------------|-------------------|------------------------------------|--|
| 2. For each device detailed below please provide the requested information | Average age of product [Years] | Number of devices across your organisation | Main supplier | Annual spend 2022/2023 | Contract end date | Average length of contract [Years] | Additional notes |
| Smartphones | 2 | 410 | Motorola | £0 | No contract | N/A | No spend in 2022/23 due to additional kit purchased in 2021/22 to support remote working and improve workflow/productivity during the COVID pandemic |
| Laptops | 3 | 3026 | Lenovo | £0 | No contract | N/A | No spend in 2022/23 due to additional kit purchased in 2021/22 to support remote working and improve workflow/productivity during the COVID pandemic |
| PCs | 3 | 2451 | Lenovo | £0 | No contract | N/A | No spend in 2022/23 due to additional kit purchased in 2021/22 to support remote working and improve workflow/productivity during the COVID pandemic |
| Tablets | 1 | 113 | Lenovo | £0 | No contract | N/A | No spend in 2022/23 due to additional kit purchased in 2021/22 to support remote working and improve workflow/productivity during the COVID pandemic |
| Other (please specify): | | | | | | | |

| | | | | |
|--|-----------------------------------|----------------------|-------------------|------------|
| 3. Does your trust have a hosting supplier? | Main Supplier | annual spend 2022/23 | Contract end date | Additional |
| DEFINITION: Web hosting is an online service that makes your website's content accessible on the internet. When you purchase a hosting plan, you are renting space on a physical server to store all the website's files and data. | Not currently - internally hosted | N/A | N/A | |

| | | | | |
|---|---------------|----------------------|-------------------|------------|
| 4. Does your trust use a data warehouse? | Main Supplier | annual spend 2022/23 | Contract end date | Additional |
| DEFINITION: A data warehouse is a central repository of information that can be analyzed to make more informed decisions. Data flows into a data warehouse from transactional systems, relational databases, and other sources, typically on a regular basis. | Microsoft | £90k | Rolling contract | |

| | | | | |
|--|----------------------|----------------------|-------------------|---|
| 5. Does your trust have a service desk? | Main Supplier | annual spend 2022/23 | Contract end date | Additional |
| DEFINITION: The single point of contact between the service provider and the users. A typical service desk manages incidents and service requests, and also handles communication with the users | Marval ITSM Solution | £15k | Mar-26 | This relates to the IT Service Desk provision |

| | | | | | |
|--|-------------------|---------------|----------------------|-------------------|--|
| 6. Does your trust use a help desk? | Internal/external | Main Supplier | annual spend 2022/23 | Contract end date | Additional |
| DEFINITION: a service provided by a company to help customers when they have problems with products they have bought | | | | | There is no separate Helpdesk function within IT |

If you are dissatisfied with our response, you have the right to appeal in line with guidance from the Information Commissioner. In the first instance you may contact the Information Governance Manager of the Trust.

Information Governance Manager
Trust Headquarters
Russell's Hall Hospital
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Email: dgft.dpo@nhs.net

Should you disagree with the contents of our response to your appeal, you have the right to appeal to the Information Commissioners Office at.

Information Commissioners Office
Wycliffe House
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Wilmslow
Cheshire
SK9 5AF
Tel: 0303 123 1113
www.ico.org.uk

If you require further clarification, please do not hesitate to contact us.

Yours sincerely

Freedom of Information Team
The Dudley Group NHS Foundation Trust