

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

**Ref:** FOI-000291

**Date:** 30/8/23

**Address / Email:**

Dear

**Request Under Freedom of Information Act 2000**

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

**How much data do you store operationally?**

Circa 630 TB

**What is your organisation's current data recovery process?**

Different systems will have differing architectures to support DR. There are many systems and services in use and so would take too long to specify all of them.

**How often does your organisation perform backups of critical data, and is this an automatic or manual backup?**

This will vary for different systems and services - as above.

**Which data backup solutions does your organisation currently employ?**

It is imperative that the Trust is cyber resilient, 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. The Trust considers this information to be sensitive information and are therefore holding this information under section 31 (1) of the Freedom of Information Act. Information - is exempt if its disclosure under this Act would, or would be likely to, prejudice - (a) the prevention or detection of crime.

**What is the average recovery time for your organisation in event of failure or data loss?**

There are many different systems and services in use which will all have differing RTO

**Does your organisation have a formalised disaster recovery plan?**

Where applicable there are disaster recovery plans in place

**How often does your organisation test the effectiveness of its disaster recovery plan?**

There are various activities such as back up recovery tests, generator tests, failover.

**What types of disasters or incidents does your disaster recovery plan cover?**

Please see above.

**Has your organisation experienced any significant data loss incidents in the past two years? If so, how were they addressed?**

No

**How does your organisation handle the storage and management of backup tapes or other physical backup media?**

It Is imperative that the Trust is cyber resilient, 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. The Trust considers this information to be sensitive information and are therefore holding this information under section 31 (1) of the Freedom of Information Act. Information - is exempt if its disclosure under this Act would, or would be likely to, prejudice - (a) the prevention or detection of crime.

**Does your organisation utilise virtualisation technology for any critical systems or applications?**

It Is imperative that the Trust is cyber resilient, 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. The Trust considers this information to be sensitive information and are therefore holding this information under section 31 (1) of the Freedom of Information Act. Information - is exempt if its disclosure under this Act would, or would be likely to, prejudice - (a) the prevention or detection of crime.

**Are there any specific challenges or pain points that your organisations faces regarding VMware or virtualisation technology?**

It Is imperative that the Trust is cyber resilient, 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. The Trust considers this information to be sensitive information and are therefore holding this information under section 31 (1) of the Freedom of Information Act. Information - is exempt if its disclosure under this Act would, or would be likely to, prejudice - (a) the prevention or detection of crime.

**How frequently does your organisation update or upgrade its Virtualisation software?**

It Is imperative that the Trust is cyber resilient, 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. The Trust considers this information to be sensitive information and are therefore holding this information under section 31 (1) of the Freedom of Information Act. Information - is exempt if its disclosure under this Act would, or would be likely to, prejudice - (a) the prevention or detection of crime.

**What backup/recovery solutions does your organisation use for virtual machines?**

It Is imperative that the Trust is cyber resilient, 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. The Trust considers this information to be sensitive information and are therefore holding this information under section 31 (1) of the Freedom of Information Act. Information - is exempt if its disclosure under this Act would, or would be likely to, prejudice - (a) the prevention or detection of crime.

**Has your organisation have any plans to migrate away from legacy backup or disaster recovery systems? If yes, what is the timeline for migration?**

It Is imperative that the Trust is cyber resilient, 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. The Trust considers this information to be sensitive information and are therefore holding this information under section 31 (1) of the Freedom of Information Act. Information - is exempt if its disclosure under this Act would, or would be likely to, prejudice - (a) the prevention or detection of crime.

**How does your organisation ensure the security and confidentiality of backup data during transmission and storage?**

It Is imperative that the Trust is cyber resilient, 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. The Trust considers this information to be sensitive information and are therefore holding this information under section 31 (1) of the Freedom of Information Act. Information - is exempt if its disclosure under this Act would, or would be likely to, prejudice - (a) the prevention or detection of crime.

**Are there any legal or compliance requirements that impact your organisation's data recovery/backup/disaster recovery processes?**

NHS organisations are required to meet the annual requirements of the Data standards Protection Toolkit.

**When are your contracts for Data Recovery, Backup, Disaster Recovery and VMware related initiatives up for renewal, please express in bullet points and indicate if supplied by multiple vendors or single vendor?**

There are many contracts that would apply however would not share this information due to cyber security.

You may also find the below links of interest, following your freedom of information request.

The Trust receives many requests for information. To see previous responses which will help you please go to the Freedom of Information request disclosure log on the Trust website [Disclosure log - The Dudley Group NHS Foundation Trust \(dgft.nhs.uk\)](https://www.dgft.nhs.uk/disclosure-log) and in the search box type in IT Systems.

The Trust's Digital Strategy can also be found on the website [Digital & Technology Strategy 2019 – 2024 - The Dudley Group NHS Foundation Trust \(dgft.nhs.uk\)](https://www.dgft.nhs.uk/digital-technology-strategy-2019-2024)

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  
Dudley  
West Midlands  
DY1 2HQ  
Email: [dgft.dpo@nhs.net](mailto: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  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF  
Tel: 0303 123 1113  
[www.ico.org.uk](http://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**