

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

Ref: FOI-012026-0002198

Date: 12.05.2026

Address / Email:

Dear

Request Under Freedom of Information Act 2000

Thank you for requesting information under the Freedom of Information Act 2000, please see response below.

<p>1. What was the typical average login time for staff devices, measured from power-on to a usable desktop session, during the 2025 calendar year?</p>	<p>Summary of measurement capability The Trust does not use Microsoft Endpoint Analytics or any dedicated Digital Experience Monitoring (DEM) platform to automatically capture boot to desktop or login time performance. Microsoft Defender for Endpoint (MDE) is used within the Trust, but MDE does not record login duration; its performance analysis tools are limited to Microsoft Defender Antivirus-related events rather than system start up or logon processing. MDE does provide logon activity events via standard telemetry tables such as DeviceLogonEvents, but these do not include the time taken to complete a logon session</p>
<p>2. How many endpoint or device-related incidents (for example PCs, laptops or tablets) were logged with the IT service desk between 1 January and 31 December 2025?</p>	<p>4542</p>
<p>3. What was the average time taken to resolve endpoint or access-related incidents (mean time to restore, in hours) during the same period?</p>	<p>6 days</p>
<p>4. How many IT-related service interruptions affecting clinical or administrative workflows were recorded between 1 January and 31 December 2025?</p>	<p>18814</p>
<p>5. How many clinically significant IT outages were recorded during 2025, and what was the cumulative total duration of these outages (in hours)?</p>	<p>5 11 hours</p>

6. As of 31 December 2025, how many desktops and laptops were in active use within the Trust, and how many of these devices were more than five years old?	Active Devices – 5403 as at 08-05-2026 876 of these are 5+ years old <ul style="list-style-type: none"> • 362 Desktops 514 laptops
7. How many staff did not have a designated digital workstation as part of their role during 2025? And what percentage is this compared to the Trust’s total staff number?	Not known, information not collected.
8. During 2025, did the Trust use any tools or platforms to proactively monitor staff’s device health or digital workplace experience (for example endpoint management, device health monitoring or digital experience management)?	The Trust uses BMC Client Management (BCM) as its primary endpoint management tool for staff devices. BCM provides: <ul style="list-style-type: none"> • asset inventory • compliance checking • patch deployment • endpoint administration • BCM also allows the Trust to run queries that can highlight endpoint health issues when threshold indicators are met, such as low disk space or failed updates. However, BCM does not provide continuous digital experience monitoring or proactive measurement of end-user performance metrics such as boot time, login duration, or application responsiveness. These capabilities are not part of BCM’s documented feature set, which focuses on endpoint configuration, compliance, and lifecycle management rather than user experience analytics.

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
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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

FOI/REF FOI-

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**