

Ref: FOI/GS/ID 5777

Please reply to:
FOI Administrator
Trust Management
Maidstone Hospital
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Freedom of Information Act 2000

I am writing in response to your request for information made under the Freedom of Information Act 2000 in relation to ICT services.

You asked:

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

- a. Computer hardware and operating software*
- b. Servers,*
- c. PC's, laptops printers and mobile devices,*
- d. Networks,*
- e. Telephony*
- f. 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)*
- 2. How many staff deliver the ICT services listed above?*
- 3. If your services are outsourced to an external supplier, when does the contract expire?*
- 4. Do you have any services hosted in the cloud?*
- 5. How many applications are supported by the IT service provider?*
- 6. Which operating system do your PC's and laptops use (i.e. Windows 10 etc.)?*

Trust response:

1

- a. Computer hardware and operating software – Internal Team
- b. Servers, - Internal Team
- c. PC's, laptops - Internal Team
- d. Mobile devices – Outsourced
- e. Printers - Outsourced
- f. Networks, - Internal Team

- g. Telephony - Internal Team
- h. Application support - Internal Team

2. 36

3. Printers = Under Section 21 of the Act we are not required to provide information in response to a request if the information is already reasonably accessible to you. The information you requested is available from the trust website using the following links: <http://www.mtw.nhs.uk/wp-content/uploads/2018/03/MFD%E2%80%99s-and-printers.-220218.pdf>

Mobile devices = April 2020

4. Yes – ITSM tool

5. 11

6. Windows 7