

Ref: FOI/GS/ID 6538

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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 IT infrastructure.

You asked:

Qu 1: For each of the specified years please provide your trust's total IT spend on infrastructure

Qu 2: For each element of IT infrastructure below please provide the requested details

Qu 3: For each of the elements below, please provide details about your cloud provider

Data storage

Qu 4: For each of the elements below, does your organisation plan to move to a cloud-based service in the next 2 years?

Qu 5: What percentage of your servers are virtualised?

Qu 6: For each element detailed below, how does your organisation manage its data storage?

Qu 7: In relation to your trust's servers please provide the requested information

Qu 8: For each of the network supply systems listed below, please provide the requested details

Qu 9: Please outline your trust's WiFi coverage for each element listed below

Qu 10: Does your organisation have a BYOD or CYOD policy?

Qu 11: Regarding your trust's mobile device management (MDM) policy, please provide details for each element below

Qu 12: Does your trust have any virtualised desktops?

Qu 13: Virtualised desktop plans

Qu 14: For each device detailed below please provide the requested information

Qu 15a: Which internal (staff) video/web conferencing software does your organisation use?

Qu 15b: Which external (for Patients/Outpatients) video/web conferencing software does your organisation use?

Qu 16: Which messaging system(s) listed below does your trust use?

Qu 17: Do you currently have a remote monitoring solution?

Qu 18: What desktop operating system software is used by your organisation?

Qu 19: What products do you provide to enable remote and home working?

Qu 20: For each of the types of printer listed below please answer as requested

Qu 21: Does your trust use a centralised printing solution/print management solution?

Qu 22: With Regard to on-site Data Centres, what are your trust's plans?

Trust response:

Please see the below table:

Qu 1: For each of the specified years please provide your trust's total IT spend on infrastructure	£'s 2019-20	£'s 2020-21 (current year spend)		
DEFINITION: This is the total IT spend for your trust and will include physical software systems, Hardware (eg laptops/Desktops), Infrastructure (eg Cloud) as well as spend on external organisations providing services to your trust	£1.73m	£6m		
Qu 2: For each element of IT infrastructure below please provide the requested details	Yes/No/Partial	Main provider	Annual spend 2019/20 £'s	Contract end date
Desktop management	Yes	Internal	£555,611	not applicable
Networking	Yes	Internal	£422,897.50	not applicable
Data centre	Partial	Custodian Data Centres	£64,062.00	not applicable
Server management	Yes	Internal	£204,525	not applicable
IT security	Yes	Internal	£18,196	not applicable
Qu 3: For each of the elements below, please provide details about your cloud provider	Cloud Provision (Yes or No)	Main cloud provider	Annual spend 2019/20 £'s	Contract end date
Data storage	No	not applicable	not applicable	not applicable
Networking	No	not applicable	not applicable	not applicable
Back-up and archive	No	not applicable	not applicable	not applicable
Application databases	No	not applicable	not applicable	not applicable
Big data analytics databases	No	not applicable	not applicable	not applicable

Qu 4: For each of the elements below, does your organisation plan to move to a cloud-based service in the next 2 years?	Yes/No	Main supplier			
Data storage	No	not applicable			
Networking	No	not applicable			
Back-up and archive	No	not applicable			
Processing and computer capacity	No	not applicable			
Application databases	No	not applicable			
Analytics databases	No	not applicable			
Email and collaboration	No	NHSmail			
Other (please specify)	not applicable	not applicable			
Qu 5: What percentage of your servers are virtualised?	% Virtualised	Main supplier			
Virtualised Servers	90%	VMWare/Hyper-V			
Qu 6: For each element detailed below, how does your organisation manage its data storage?	On Premise	Off Premise	Main supplier	Annual spend FY £'s 2019-20	Contract end date
In-house data centre	Yes	not applicable	not applicable	not applicable	not applicable
Shared service	not applicable	not applicable	not applicable	not applicable	not applicable
Data Storage	yes	yes	Custodian	64,062	Rolling yearly
Other (please specify)	not applicable	not applicable	not applicable	not applicable	not applicable
Qu 7: In relation to your trust's servers please provide the requested information	Number of servers	Owned or Leased	Average age of servers	Main supplier	Annual spend £'s 2019-20
Servers	40 Physical – 480 Virtual	Owned	4 years	Cisco	£0.00
Qu 8: For each of the network supply systems listed below, please provide the requested details	Main supplier	Annual spend £'s 2019-20	Contract renewal date	Additional notes	
Fixed line telecoms	Gamma	Included in annual network support contract. £229,000 annually	1 January renewal date	Year 3 of 5 + 1+ 1 tender	
Mobile telecoms	Telefonica O2	£49,582.07	Nov-22	Bi - Annual renewal - rolling	
Data network (broadband)	not applicable	not applicable	not applicable	not applicable	
WiFi (hardware)	Cisco	not applicable	not applicable	Owned and managed in house	

CoIN (if applicable) - Community of Interest Network	not applicable	not applicable	not applicable	not applicable
WAN (Wide Area Network)	Adept and Custodian	£64,062 (Custodian) 65,273.08 (Adept)	not applicable	Rolling contract
LAN (Local Area Network)	Cisco	not applicable	not applicable	Owned and managed in house
Other (please specify)	not applicable	not applicable	not applicable	not applicable
Qu 9: Please outline your trust's WiFi coverage for each element listed below	Patient WiFi coverage	Staff WiFi coverage	% of organisation/Campuses covered	
Community wide (e.g. CoIN - Community of Interest Network)	not applicable	not applicable	not applicable	
Enterprise wide (whole campus)	Yes	Yes	100%	
Main building only	not applicable	not applicable	not applicable	
Sections of building(s) only	not applicable	not applicable	not applicable	
Mobile phone signal enabled through WiFi	No	not applicable	not applicable	
No wireless networks are used in the trust	not applicable	not applicable	not applicable	
Qu 10: Does your organisation have a BYOD or CYOD policy?	Yes/No			
Bring Your Own Device (BYOD)	Yes			
Choose Your Own Device (CYOD)	No			
Qu 11: Regarding your trust's mobile device management (MDM) policy, please provide details for each element below	Main Product & Supplier	Annual spend £'s 2019-20	Contract end date	
Smartphones	Apple	Circa £54,000	Rolling	
Laptops	Dell	£418,871.10	not applicable	
PCs	Dell	£260,313.20	not applicable	
Tablets	Apple	£0	not applicable	
Qu 12: Does your trust have any virtualised desktops?	Main product & supplier	Annual spend £'s 2019-20	Number of virtual desktops	Contract end date
Existing Virtualised Desktops (if applicable)	not applicable	not applicable	not applicable	not applicable
Qu 13: Virtualised desktop plans	Plan to implement in next 2 years (Yes/No/NA)	Preferred supplier	Expected number	
Where you plan to implement new virtualised desktops, please provide details as requested	not applicable	not applicable	not applicable	

Qu 14: 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 £'s	Contract end date	Average length of contract (Years)
Smartphones	3 years	809	See Q11	See Q11	See Q11	not applicable
Laptops	3 years	1595	See Q11	See Q11	Rolling yearly replacement cycle	not applicable
PCs	2 years	3594	See Q11	See Q11	Rolling yearly replacement cycle	not applicable
Tablets	5 years	709 - iPad	See Q11	See Q11	See Q11	not applicable
Qu 15a: Which internal (staff) video/web conferencing software does your organisation use?	Product used	Provider	Annual spend £'s	Contract end date		
Video/Web conferencing software (for Staff) e.g. Multi-disciplinary teams	Teams	Microsoft	0	not applicable		
Qu 15b: Which external (for Patients/Outpatients) video/web conferencing software does your organisation use?	Main product used	Main provider used	Secondary provider	Annual spend £'s	Contract end date	
Video/Web conferencing software (for Patients) e.g. Attend Anywhere, Teams, Pushdoctor etc.	Attend Anywhere	Attend Anywhere	not applicable	National contract	31/03/2021	
Qu 16: Which messaging system(s) listed below does your trust use?	Main provider	Product version	% Accounted for overall by this method	Contract end date		
WhatsApp	not applicable	Various	not applicable	not applicable		
Signal	not applicable	not applicable	not applicable	not applicable		
SMS	o2	not applicable	not applicable	not applicable		
Teams	Microsoft	not applicable	not applicable	not applicable		
Other (please specify)	NHS Mail	not applicable	not applicable	not applicable		
Qu 17: Do you currently have a remote monitoring solution?	Yes or No	Device Types (Please List)	Main suppliers (please list)	Total annual spend £'s 2019-20	Additional notes	
This includes devices to monitor e.g. insulin levels and heart measuring devices on patients within the community	Yes	Medtronic Carelink and Dia Link Diabetes and Libra	Medtronic and Abbott	Abbot - as per NHS criteria	CareLink Connect Abbott Manual Entry	

Qu 18: What desktop operating system software is used by your organisation?	Main product	Main supplier	Annual spend	Contract end date	
Includes Windows, iOS	<i>The trust uses a variety of operating systems. Its most commonly used is Microsoft and the new trust standard is Windows 10.</i>	Microsoft	not applicable	not applicable	
Qu 19: What products do you provide to enable remote and home working?	Product Types (Please list)	Main product Used	Number of staff engaged in remote working		
	laptops, mobile phones, Jabba, Teams	Dell & Cisco Jabba	700-1000		
Qu 20: For each of the types of printer listed below please answer as requested	Number of specified printers	Main provider	Contract end date	Secondary supplier	Annual spend £'s 2019-20
Standard Printers	525	Apogee	Mar-24	not applicable	5 Year contract £2.6m
3D Printers	not applicable	not applicable	not applicable	not applicable	not applicable
Qu 21: Does your trust use a centralised printing solution/print management solution?	Have a print management solution (Yes or No)	Provider (if applicable)			
For example does each department take care of its printing activities or is this managed centrally?	yes	Apogee			
Qu 22: With Regard to on-site Data Centres, what are your trust's plans?	Plans to build? (Yes/No)	If Yes what is the timeframe (Years)	Preferred supplier		
If your trust already has an on-site data centre, please indicate this.	Already have onsite data centres	not applicable	not applicable		