

Ref: FOI/GS/ID 7088

Please reply to:
FOI Administrator
Trust Management
Maidstone Hospital
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ME16 9QQ
Email: mtw-tr.foiadmin@nhs.net
www.mtw.nhs.uk

10 December 2021

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 Communications & Services.

You asked:

Telephony and UC/ Collaboration

- 1. Please confirm the manufacturer of your telephony system(s) that are currently in place*
- 2. When was the installation date of your telephony equipment?*
- 3. When is your contract renewal date?*
- 4. Who maintains your telephony system(s)?*
- 5. Please confirm the value of the initial project*
- 6. Please confirm the total ongoing annual spend on telephony*
- 7. Please confirm the annual support cost for your telephony system*
- 8. Do you use Unified Communications or Collaboration tools, if so which ones?*

Contact Centre

- 1. Please confirm the manufacturer of your contact centre system(s) that are currently in place?*
- 2. When was the installation date of your contact centre infrastructure?*
- 3. When is your contract renewal date?*
- 4. Who maintains your contact centre system(s)?*
- 5. Please confirm value of the initial project?*
- 6. Please confirm the value of annual support/maintenance services (in £)?*
And overall annual spend for the contact centre
- 7. How many contact centre agents do you have?*
- 8. Do agents work from home? Or just your offices?*
- 9. Do you use a CRM in the contact centre? What platform is used?*
- 10. Do you use a knowledge base / knowledge management platform? What platform is used?*

Connectivity and Network Services

1. Who provides your WAN and internet connectivity and the annual spend on each
2. Have you, or do you plan to deploy SD Wan services
3. Have you got SIP trunks, if so who from and confirm annual spend?
4. Please confirm who provides your LAN, WIFI and Security infrastructure
5. Please confirm your annual spend on each
6. Please confirm your data centre switching and security infrastructure and have you deployed cloud based security and threat management

Organisation

1. How many employees do you have overall within your organisation?
2. Can you provide contact details for your procurement lead / category manager for these services?
3. Can you provide names and contact details for the following people within your organisation?
 - CIO / IT Director
 - Head of IT
 - Head of Digital Transformation
 - Head of Customer services

Trust response:

Telephony and UC/ Collaboration

1. Cisco Call Manager and 8X8
2. Approximately in 2017 and 2021
3. Cisco call manager is service managed via Block and 8x8 is annual rolling
4. Inhouse maintenance and Liberty Netcall.
5. Exemption S43 applied to this question – Further details are below.
6. Exemption S43 applied to this question– Further details are below.
7. Circa the above as these are support costs
8. Cisco Unified Communication Manager and 8X8.

Contact Centre

1. Liberty Converse
2. Installation date approximately March 2021.
3. Liberty renewal = 27th September 2022 - annual rolling
4. Inhouse Engineer and Liberty Netcall
5. Exemption S43 applied to this question – Further details are below.
6. Exemption S43 applied to this question – Further details are below.
7. Under 100
8. Hybrid working from site and homeworking
9. No
10. No

Connectivity and Network Services

1.
Adept
Block
Custodian

2. We have not deployed SD WAN. We do not have immediate plan to.
3. Sip is provided by Gamma
- Exemption S43 applied to this question – Further details are below.
4. In house
5. Not applicable (salaried staff)
6. Exemption 31(3) applied to this question – Further details are below.

Organisation

1. 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 link/s: <https://www.mtw.nhs.uk/about-us/publications/> the link should take you to the Publications page where you need to click on the Annual Report and Accounts dropdown.

Alternatively, from our website home page, click the About Us Tab, then the Publications tab and then the Annual Report and Accounts dropdown where you will find all the information.

This information is updated on a regular basis and is exempt under Section 22 of the Act.

2. The Trust follows guidance issued by the Information Commissioner's Office on the disclosure of personal data including direct contact details.

Information relating to staff that is not currently publicly available on our website will not be released under Freedom of Information Act 2000 Section 40(2) (personal information) as it relates to the personal information of employees.

The Trust Executive structure chart is available on the Trust website www.mtw.nhs.uk and details of our Clinically Led Organisation can be found on the trust website using the following link: <https://www.mtw.nhs.uk/about-us/our-quality-story/clinically-led-organisation/>

Alternatively, from our website home page, click the About Us Tab, then the Clinically-led Organisation tab where you will find all the information.

This role falls under the remit of the Director of IT Sue Forsey.

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Exemption 43:

The Trust is applying Section 43(2) FOIA which provides an exemption from disclosure of information which would or would be likely to, prejudice the

commercial interests of any person (including the public authority holding it). This is a qualified exemption, and is therefore subject to the public interest test.

The Trust believes that the information requested contains details which would be likely to damage the companies ability to win new business opportunities for their services and to perform them within a commercially competitive market.

The Trust has concluded that the public interest in maintaining the exemption, and therefore protecting the commercial interests of the suppliers and preserving its ability to compete fairly in a commercial market, outweighs the public interest in disclosure in this case.

Supplier Transactions

All NHS bodies are required to publish details of individual invoices and transactions that are over £25,000. This is in response to guidance from HM Treasury which sets out the scope of the data. Details can be found on our website using the following link: www.mtw.nhs.uk/about-us/our-quality-story/finance/

Exemption 31(3):

S31(3) of the FOIA allows a public authority to neither confirm nor deny whether it holds information where such confirmation would be likely to prejudice any of the matters outlined in section 31(1). This includes information the disclosure of which would or would be likely to prejudice the prevention or detection of crime.

As section 31(3) is a qualified exemption, it is subject to a public interest test for determining whether the public interest lies in confirming whether the information is held or not.

The Trust considers that confirming or denying whether the requested information is held would provide information about the Trust's information security systems and its resilience to cyber-attacks. There is a very strong public interest in preventing the NHS Trust's information systems from being subject to cyber-attacks. Confirming or denying the type of information requested would be likely to prejudice the prevention of cybercrime, and this is not in the public interest.