

Ref: FOI/GS/ID 9308

**Please reply to:**  
FOI Administrator  
Trust Management  
Maidstone Hospital  
Hermitage Lane  
Maidstone, Kent  
ME16 9QQ  
Email: [mtw-tr.foiadmin@nhs.net](mailto:mtw-tr.foiadmin@nhs.net)  
[www.mtw.nhs.uk](http://www.mtw.nhs.uk)

20 August 2024

## **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 Essential Business Software.

*You asked: All questions are shown as received by the Trust.*

*Essential Business Software:*

*Please provide the following information regarding the essential business software systems used at Maidstone and Tunbridge Wells NHS Trust:*

1. *Storage & Cloud Infrastructure:*

*Please address the following questions regarding your Storage & Cloud Infrastructure:*

- o Does your organisation use on-premise or cloud storage or both?*
- o Please confirm the on-premise hardware manufacturer.*
- o Please confirm your cloud storage provider (AWS, Azure, Oracle, etc.).*
- o What is your annual spend on cloud storage?*
- o How do you back up your data and with whom, e.g., Backup as a Service?*

2. *Telephony*

3. *ERP (Enterprise Resource Planning)*

4. *Finance & Payments*

5. *Cyber Security*

6. *HR (Human Resources)*

7. *Payroll*

8. *Finance BI and Analytics System*

9. *ITSM*

*For each of the systems listed above (excluding Storage & Cloud Infrastructure), please provide the following details:*

*a) System type:*

*b) Supplier name:*

*c) System name:*

- d) *Date installed:*
- e) *Contract expiration:*
- f) *Is this contract annually renewed? - Yes/No*
- g) *Do you currently have plans to replace this system? - Yes/No*
- h) *Procurement framework:*
- i) *Other systems it integrates with:*
- j) *Total value of contract (£):*
- k) *Notes - e.g., we are currently out to tender:*
- l) *If this system does not exist, do you have an in-house alternative?*

Trust response:

The Trust can neither confirm nor deny whether information is held under section 31(3) of the FOIA. The full wording of section 31 can be found here: <http://www.legislation.gov.uk/ukpga/2000/36/section/31>

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.

Factors in favour of confirming or denying the information is held

The NHS Trust considers that to confirm or deny whether the requested information is held would indicate the prevalence of cyber- attacks against the NHS Trust's infrastructure and the level of detail poses a number of risks in respect of security and information. The NHS Trust recognises that answering the request would promote openness and transparency with regards to the NHS Trust's software systems.

Factors in favour of neither confirming nor denying the information is held.

Cyber-attacks, which may amount to criminal offences for example under the Computer Misuse Act 1990 or the Data Protection Act 1998, are rated as a Tier 1 threat by the UK Government. The NHS Trust like any organisation may be subject to cyber-attacks and, since it holds large amounts of sensitive, personal and confidential information, maintaining the security of this information is extremely important.

In this context, the NHS Trust considers that confirming or denying whether the requested information is held would provide information about the NHS Trust's 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.

Balancing the public interest factors

The NHS Trust has considered that if it were to confirm or deny whether it holds the requested information, it would enable potential cyber attackers to ascertain how and to what extent the NHS Trust is able to detect and deal with security attacks. The NHS Trust's position is that complying with the duty to confirm or deny whether the information is held would be likely to prejudice the prevention or detection of crime, as the information would assist those

who want to attack the NHS Trust's systems. Disclosure of the information would assist a hacker in gaining valuable information as to the nature of the NHS Trust's systems, defences and possible vulnerabilities. This information would enter the public domain and set a precedent for other similar requests which would, in principle, result in the NHS Trust being a position where it would be more difficult to refuse information in similar requests. To confirm or deny whether the information is held is likely to enable hackers to obtain information in mosaic form combined with other information to enable hackers to gain greater insight than they would ordinarily have, which would facilitate the commissioning of crime such as hacking itself and also fraud. This would impact on the NHS Trust's operations including its front-line services. The prejudice in complying with section 1(1)(a) FOIA is real and significant as to confirm or deny would allow valuable insight into the perceived strengths and weaknesses of the NHS Trust's systems.