

Ref: FOI/GS/ID 9486

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

06 December 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 Trust infrastructure.

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

1: Do you have a disaster recovery strategy/business continuity plan?

2: For each device detailed below please provide the requested information

Smartphones

Laptops

PCs

Tablets

Other (please specify):

3: Does your trust have a hosting supplier?

DEFINITION: Web hosting is an online service that makes your website's content accessible on the internet. When you purchase a hosting plan, you are renting space on a physical server to store all the website's files and data.

4: Does your trust use a data warehouse?

DEFINITION: A data warehouse is a central repository of information that can be analyzed to make more informed decisions. Data flows into a data warehouse from transactional systems, relational databases, and other sources, typically on a regular cadence.

5: Does your trust have a service desk?

DEFINITION: The single point of contact between the service provider and the users. A typical service desk manages incidents and service requests, and also handles communication with the users

6: Does your trust use a help desk?

DEFINITION: a service provided by a company to help customers when they have problems with products they have bought

Trust response:

1	Yes/No	Supplier
	Yes	In-house

2	Average age of product [Years]	Number of devices across your organisation	Main supplier	Annual spend 2023/2024 [£]	Contract end date	Average length of contract [Years]
a.	2-3 YEARS	1300	APPLE	£0.00	NA	NA
b.	2-3 YEARS	2368	DELL	£382,392.00	NA	NA
c.	2-3 YEARS	4232	DELL	£424,330.00	NA	NA
d.	3 YEARS	1027	APPLE	£8,469.00	NA	NA
e.					NA	NA

3	Main Supplier	Total annual spend 2023/2024 [£]	Contract end date
	We use VerseOne for our intranet, for the Wells Health website and also for the new Trust website which is a work in progress.	Unable to split cost of website from the one invoice received.	It is a yearly cost which runs to November 2025.

4	Main Supplier	Total annual spend 2023/2024 [£]	Contract end date
	Kent and Medway Data Warehouse (KMDW)	£133,000	not applicable

5	Main Supplier	Total annual spend 2023/2024 [£]	Contract end date
	In-house	not applicable	not applicable

6	Internal/external	Main Supplier	Total annual spend 2023/2024 [£]	Contract end date
	In-house	not applicable	not applicable	not applicable