

30 August 2018

Freedom of Information Request – Ref: FOI 120-1819

Thank you for your recent Freedom of Information request about IT, apologies for the slight delay in responding. Please find the Trust's response below.

1. How many computers in total do you have across your entire Trust? **2,700**
2. How many of your computers are currently running Windows XP or Windows 7 software?
Almost all are running Windows 7
3. How many of your computers are currently running Windows 10 software? **6**
4. On how many occasions in calendar years 2015, 2016, 2017 and 2018 (Year to Date) have computers across your Trust crashed and required rebooting. Please provide a best estimate if precise data is not collated.
It is not possible to reply to this question with any degree of certainty but thousands of reboots will have taken place during this period
5. On how many occasions in calendar years 2015, 2016, 2017 and 2018 (Year to Date) has your IT Department been contacted because of any computer problems across your Trust? Please provide a best estimate if precise data is not collated.
Please note that the data below comprise figures from several organisations across the county to our Shared IT service desk. Incidents logged by 2gether Trust staff comprise around 20% of the total figures
2015 – Data not available
2016 – 90,828
2017 – 98,446
2018 – 36,047 YTD
6. For each of the calendar years 2015, 2016, 2017 and 2018 (Year to Date) what is the longest time a computer was broken/remained unfixed and therefore was not used by staff anywhere across your Trust?
The Trust does not hold this information. However, it is rare that staff would be left without access to IT for more than a day. All clinicians have their own laptop and all teams have spare computers to use for agency staff and to cover equipment failures.
7. Please list any incidents of patients coming to harm, because of a fault related to an IT system failure. **There have been no incidents of patients coming to harm due to an IT failure.**

Yours sincerely,

Lisa Evans

LISA EVANS

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