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23 August 2017

Freedom of Information Request – Ref: FOI140-1718

Thank you for your recent Freedom of Information request about IT. Please find the Trust's response below.

1. How many devices do you have within your estate, split by desktops/ laptops/ tablets?
    Desktops – 600
    Laptops – 1700
    Tablets - 100

2. a.   Who is your current LAN provider? **- Updata**
    b.   When does the current support contract end? **– £20k**
    c.   How much do you spend per year for licensing, support and maintenance of this? – **£14,152**

3. a.   Who is your current WAN provider? - **BTN3**
    b.   When does the current support contract end? - **N3 Contract ended 31 March 2017 – BT currently providing a 1 month rolling contract**
    c.   How much do you spend per year for licensing, support and maintenance of this? **- £100k**

4. What operating systems do you currently run split by desktop and server?
    Win 7 – Desktop, Server - 2012 R2

5. a.   What device and software Discovery Agent do you use? **Snow**
    b.   Who is your current provider? **Bytes Software Services**
    c.   When does the contract end? **31st October 2017**
    d.   What is your annual spend on this contract? **£6,500**

6. a.   What method do you use for the remote deployment of software? **KACE**
    b.   What software do you use for the remote management of desktop and laptop devices? **Active Directory/Windows Server 2012R2 (Direct Access)**
    c.   How many active network accounts do you have? 2460
    d.   Do you use Novell or Microsoft Shares to access shared network drives? Microsoft

7. What is your data back-up schedule? Daily, weekly, monthly? **Daily**

8. What type of back-ups are included within those schedules? E.g. full,

incremental, differential? **Full and incremental**

9. a. What back-up software solutions are you using, e.g. Netbackup, Veeam e.t.c.? **Microsoft DPM**
   b. Is your back-up software solution licenced by volume or by instance? **Instance**
   c. If by volume, what is the annual volume of data being backed up? **N/A**
   d. If by instance, how many instances? 17
   e. Who is your current provider? **Microsoft**
   f. When does the contract end? **N/A**
   g. What is your annual spend on this contract? **N/A**
   h. What is your current SLA support agreement for your current back-up software solutions? **Managed in house**

10. a. What backup hardware solutions are you using? E.g. Dell, HP e.t.c **Dell**
    b. What back-up tapes do you currently use? E.g. LTO 4, 5, 6, 7? **N/A**
    c. How many tape drives do you use? **0**
    d. Do you use a robotic tape library? E.g. Dell ML6000 If so, how many tape slots are available? **N/A**
    e. Who is your current provider? **N/A**
    f. When does the contract end? **N/A**
    g. What is your annual spend on this contract? **N/A**
    h. What is your current SLA support agreement for your current back-up hardware solutions? **N/A**

11. What provider do you use for your storage solution? E.g NetApp/ Dell Fujitsu
    a. How old is your current storage solution? **1 year**
    b. How long is the support agreement for? **3 years**
    c. When does the contract end? **2020**
    d. What is your annual spend on this contract? **0**
    e. What is the make and model of your storage solution? **Fujitsu, PRIMERGY CX2550 M2**
    f. What is the storage capacity? **20tb useable**
    g. What protocols do you use e.g. fibre channel, ISCSI etc? **ISCSI**
    h. How is your storage solution connected to the network? E.g. fibre channel, **10Gb Ethernet etc? Teamed 1gbps nics**
    i. What is the operating system of the storage solution? And what version do you use? **Microsoft 2012R2**
    j. Do you use any associated software, e.g. Netapp snap manager suite? If so, for what? **N/A**
    k. Do you use your storage for file shares? If so, do you back-up to disc or tape? **Disc**

12. Do you use VM Ware or Hyper V? and what version? **Hyper V 2012**
    a. How many host servers do you have? **9**
    b. How many virtual machines do you have? **62**
    c. What licence package do you currently have? **OEM Enterprise Windows Server**
    d. When does the contract end? **N/A**
    e. What is your annual spend on this contract? **N/A**

13. a. Who is your anti-virus supplier? **McAfee**.
    b. When does the contract end? McAfee - **Multiple non–terminus Grant numbers.**

    c.   What is your annual spend on this contract? **The licenses For McAfee were one off purchases and therefore we have no associated cost.**

    d.   How many clients are you licenced for? **N/A**

    e.   What additional security software do you have? **Intrusion Prevention. We also use Trend Antivirus product on server systems which costs us circa £5k and is a 5 year contract that commenced in October last year.**

    f.   Is this included within the contract above or separately? If separately, When does the contract end and what is your annual spend on this contract? **Separate – renew November 2017 - £5,024**

14. a.   Who is your device encryption supplier? **Microsoft (bitlocker)**

    b.   How many encryption clients are you licenced for? **2550**

    c.   When does the contract end? **2019**

    d.   What is your annual spend on this contract? **100k (as part of Desktop enterprise agreement)**

Should you have any queries in relation to our response in this letter, please do not hesitate to contact me. If you are unhappy with the response you have received in relation to your request and wish to ask us to review our response, you should write to:-

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If you are not content with the outcome of any review, you may apply directly to the Information Commissioner's Office (ICO) for further advice/guidance. Generally, the ICO will not consider your case unless you have exhausted your enquiries with the Trust which should include considering the use of the Trust's formal complaints procedure. The ICO can be contacted at: The Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF.

Yours sincerely,

Lisa Evans

LISA EVANS
Information Governance Officer
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