

Information Governance

9 October 2017

Our Ref: RFI 21358

Dear

**Freedom of Information Act 2000
Information in Relation to IT Network Infrastructure for the Downe Hospital**

I refer to your request for information relating to the above which you requested on 11 September 2017.

Please find attached a partial response. As you will note some information is currently awaited from the I.C.T department. I would hope to be in a position to respond to the questions shortly.

In addition, the I.C.T Department has also sought clarification to Q14, particularly around your definition of Groupware products. I would be grateful if you could clarify this.

Under the terms of the legislation, if you are unhappy with this response you have the right to seek a review within the Trust in the first instance. If you wish to do so, please write to me at the address below.

If after such a review you are still unhappy with the response, you have the right to appeal to the Information Commissioner who will undertake an independent review. The Information Commissioner can be contacted at The Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, SK9 5AF.

If you have any queries about this letter, please do not hesitate to contact me. Please remember to quote the reference number above in any future communications.

Yours sincerely

**L McAree (Miss)
Head of Information Governance &
Directorate Support**

Please could you answer the following questions regarding the equipment for HSC South Eastern Health & Social Care Trust - Downe Hospital at 2 Struell Wells Road, Downpatrick, County Down, BT30 6RL.

Q1.) *How many desktop PCs do you have at this site? Which brand(s) are they?*

A1. There are a total of 178 desktop PCs and they are a mixture of HP, Dell and Lenovo.

Q2.) *How many laptops/notebooks or tablet PCs do you have at this site? Which brand(s) are they?*

A2. As these are mobile devices they are not tied to a specific location. The number of devices is to be confirmed.

Q3.) *How many thin clients do you have at this site? Which brand(s) are they?*

A3. There are 230 thin clients and they are a mixture of HP, VXL and Dell.

Q4.) *What operating systems do you run on your PCs/Laptops?*

A4. Response awaited.

Q5.) *How many desktops, laptops and thin clients do you have in total in your organisation across the country?*

A5. Desktops – 2656
Zero Clients – 3418
Laptops -964

Q6.) *How many physical servers do you have on site? Which brand(s) are they?*

A6. There is one server which is HP.

Q7.) *Which server operating systems do you use?*

A7. Response awaited.

Q8.) *How many virtual servers do you have on site?*

A8. None.

Q9.) *Which server virtualisation software do you use?*

A9. VMWare.

Q10.) *Do you access any virtual servers in the cloud?*

A10. No.

Q11.) *What supplier provides the maintenance (out of warranty) support on your desktops and servers and when does the contract expire?*

A11. There is no out of warranty support.

Q12.) *What suppliers/brands of Storage Area Networking (SAN) do you use?*

A12. There is no SAN used at this site.

Q13.) *Which application do you use for Enterprise Resource Planning/Management (ERP/ERM)?*

A13. None.

Q14.) *Which application do you use for Groupware Products?*

A14. Clarification required.

Q15.) *Which application do you use for Database Products?*

A15. There are no applications hosted at this site.

Q16.) *Which application do you use for CRM Software?*

A16. None.

Q17.) *Which application do you use for Business Intelligence Systems?*

A17. There are no Business Intelligence systems hosted on this site.

Q18.) *Which application do you use for Finance & Accounting Systems?*

A18. The Trust use regional bespoke systems managed by Business Services Organisation (BSO).

Q19.) *Which application do you use for Human Resources Application Systems?*

A19. The Trust use regional bespoke systems managed by BSO.

Q20.) *Are any of your business applications cloud based? If so please state which ones.*

A20. No.

Q21.) *What are the names, line types and speeds of your ISPs?*

A21. BT, Wifi and 100MB.

Q22.) *Who is your primary voice carrier?*

A22. BT.

Q23.) *Approximately how many phone extensions do you have at this site?*

A23. There are 300 phones at this site.

Q24.) *Do you use VoIP for your internal communications?*

A24. Yes.

Q25.) *Are your external calls through your voice carrier carried over VoIP or do they go over a conventional phone line?*

A25. They go over Session Initiation Protocol (SIP).

Q26.) *Which brand of PBX do you use at this site?*

A26. Avaya.

Q27.) *Which supplier has the maintenance contract on your PBX and when does it expire?*

A27. The maintenance contract is supplied by BT and expires March 2019.

Q28.) *Who supplies the outsourced or managed service for your data centre and when does the contract expire?*

A28. Not applicable.

Q29.) *Who supplies the outsourced or managed service for your service desk and when does the contract expire?*

A29. Capita and the contract expires May 2018.