

**Information Governance**

White Building  
Littlemore Mental Health Centre  
Sandford Road  
Littlemore  
Oxford  
OX4 4XN

Tel: 0845 219 1269  
Fax: 0845 219 1275  
Web: [www.oxfordhealth.nhs.uk](http://www.oxfordhealth.nhs.uk)

15 September 2017  
Reference no. 17180162

Dear

**Request for Information: Freedom of Information Act**

Thank you for your email of 21 August, making a request for information under the Freedom of Information Act. You requested the following information and the Trust is able to provide the information below in response:

[Request and Response:](#)

The Trust is able to provide the following information subject to section 43 and section .

1. How many devices do you have within your estate, split by desktops/ laptops/ tablets?

[Laptops 2204, Tablets 3144, PC's/Workstations 3115](#)

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

[Oxford University Hospitals NHS FT. Section 43 applied](#)

3.
  - a. Who is your current WAN provider?
  - b. When does the current support contract end?
  - c. How much do you spend per year for licensing, support and maintenance of this?

[Oxford University Hospitals NHS FT. Section 43 applied](#)

4. What operating systems do you currently run split by desktop and server?

Microsoft.

5. a. What device and software Discovery Agent do you use?
- b. Who is your current provider?
- c. When does the contract end?
- d. What is your annual spend on this contract?

SNOW. Section 43 applied.

6. a. What method do you use for the remote deployment of software?
- b. What software do you use for the remote management of desktop and laptop devices?
- c. How many active network accounts do you have?
- d. Do you use Novell or Microsoft Shares to access shared network drives?

Microsoft SCCM.

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.

9. a. What back-up software solutions are you using, e.g. Netbackup, Veeam e.t.c.?

Backup Exec and VEEAM

- b. Is your back-up software solution licenced by volume or by instance?

Volume license agreement

- c. If by volume, what is the annual volume of data being backed up?
- d. If by instance, how many instances?
- e. Who is your current provider?
- f. When does the contract end?
- g. What is your annual spend on this contract?

h. What is your current SLA support agreement for your current back-up software solutions?

10.

a. What backup hardware solutions are you using? E.g. Dell, HP e.t.c

Overland LTO tape and Dell DR Series backup appliances

b. What back-up tapes do you currently use? E.g. LTO 4, 5, 6, 7?

Various

c. How many tape drives do you use?

2

d. Do you use a robotic tape library? E.g. Dell ML6000 If so, how many tape slots are available?

e. Who is your current provider?

f. When does the contract end?

g. What is your annual spend on this contract?

h. What is your current SLA support agreement for your current back-up hardware solutions?

11. What provider do you use for your storage solution? E.g NetApp/ Dell

Dell Compellent

a. How old is your current storage solution?

3 years

b. How long is the support agreement for?

5 years

c. When does the contract end?

2019

d. What is your annual spend on this contract?

e. What is the make and model of your storage solution?

f. What is the storage capacity?

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?

#### 10GB Ethernet

i. What is the operating system of the storage solution? And what version do you use?

j. Do you use any associated software, e.g. Netapp snap manager suite? If so, for what?

k. Do you use your storage for file shares? If so, do you back-up to disc or tape?

12. Do you use VM Ware or Hyper V? and what version?

#### VWMare is used at the current version.

a. How many host servers do you have?

8

b. How many virtual machines do you have?

c. What licence package do you currently have?

d. When does the contract end?

e. What is your annual spend on this contract?

13.

a. Who is your anti-virus supplier?

b. When does the contract end?

c. What is your annual spend on this contract?

d. How many clients are you licenced for?

e. What additional security software do you have?

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?

14.

a. Who is your device encryption supplier?

- b. How many encryption clients are you licenced for?
- c. When does the contract end?
- d. What is your annual spend on this contract?

The Trust has applied section 43 to the contract elements of this request. The Trust has not disclosed this information as the Trust would not be able to obtain best value in tendering, negotiating and contracting for these services, and there would be likely to be prejudice to the commercial interest of the Trust and providers of such services as a result.

With respect to elements of your request the Trust is unable to comply and is not providing any information. The Trust has applied section 24 and considered section 36 and 38 of the Freedom of Information Act as the Trust utilises information and communication hardware and software in the course of its activities which must be secure and protected, however, the Trust is not providing information pertinent to your request for the following reasons. The Trust relies on section 38, health and safety and reserves the right to apply section 24, National Security and section 36, prejudice to effective conduct of public affairs, of the Freedom of Information Act in this matter. The compromise of Trust systems is a matter of national security, which has the potential to affect the health and provision of healthcare to many people. The cost and interruption to business continuity of system disruption or prompted failure would be significant both in terms of cost of repair and the effect on productivity of the Trust given the extent of operations that are based in electronic systems. Disclosure of such information would be likely to endanger the physical or mental health of any individual, section 38(1)(a), and would be likely to endanger the safety of any individual. It would not be in the public interest to release such information given the risk to healthcare of individuals because of the potential compromise to NHS systems.

If you are unhappy with the service you have received in relation to your request and wish to make a complaint or request a review of our decision, you should write to me and I will ensure the decision is reviewed. The Trust will consider undertaking a review if requested to do so within 40 working days of the date the response is received by the applicant, and will apply discretion if a longer period of time has passed.

Should you wish to make a complaint as a result of the outcome of such a review, you may apply directly to the Information Commissioner's Office (ICO) for a decision.

Generally, the ICO cannot make a decision unless you have exhausted the complaints procedure provided by the Trust for FoI Act matters.

The ICO can be contacted at:

The Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF

Please contact me if there are any further queries.

Kind regards,

Yours sincerely,

Mark Underwood

Head of Information Governance