



**The Clatterbridge
Cancer Centre**
NHS Foundation Trust

Clatterbridge Road
Bebington
Wirral
CH63 4JY

Tel: 0151 556 5000
Web: www.clatterbridgecc.nhs.uk

Date: 20 April 2021

Re: Freedom of Information Request
Ref: 83-2021

Thank you for your email dated the 23rd March 2021, requesting information in relation to Communications and Services.

The information that you require is as follows:

Telephony and UC/ Collaboration

Please confirm the manufacturer of your telephony system(s) that are currently in place

Our current manufacturer of telephony system(s) is Cisco.

When was the installation date of your telephony equipment?

2014

When is your contract renewal date?

31/03/2022

Who maintains your telephony system(s)?

Our telephony system is maintained In House.

Please confirm the value of the initial project

Information not held - The cost of the telephony project was part of a much wider infrastructure upgrade in 2013.

Please confirm the total ongoing annual spend on telephony

Approximately £17.9k, this will vary year on year depending on Trust usage.

Please confirm the annual support cost for your telephony system

Approximately £24,106.37, this will vary year on year depending on Trust usage.

Do you use Unified Communications or Collaboration tools , if so which ones?

We currently use:

- Cisco Jabber
- Webex
- MS Teams
- Video Conferencing
- Any Connect.

Contact Centre

Please confirm the manufacturer of your contact centre system(s) that are currently in place?

Our current manufacturer of contact centre(s) systems is Cisco.

When was the installation date of your contact centre infrastructure?

2014

When is your contract renewal date?

31/03/2022

Who maintains your contact centre system(s)?

Our contact centre system is maintained In House.

Please confirm value of the initial project?

Information not held - The cost of the telephony project was part of a much wider infrastructure upgrade in 2013.

Please confirm the value of annual support/maintenance services (in £)? And overall annual spend for the contact centre

These costs form part of the spend given in the above section.

How many contact centre agents do you have?

We have 7 contact centre agents.

Do agents work from home? Or just your offices?

Our agents work from both of these locations.

Do you use a CRM in the contact centre? What platform is used?

No, we do not use a CRM in the contact centre.

Do you use a knowledge base / knowledge management platform? What platform is used?

No, we do not use a knowledge base / knowledge management platform.

Connectivity and Network Services

Who provides your WAN and internet connectivity and the annual spend on each

Our current provide is Virgin Media.

The approximate spend is below, however, this varies year in year depending on Trust usage:

WAN Links - £39,531.00

Internet Links - £14,043.00

Have you, or do you plan to deploy SD Wan services

We do not have any plans at present.

Have you got SIP trunks, if so who from and confirm annual spend

Yes, these are from Gamma. The approximate spend is £24k, however, this varies year in year depending on Trust usage.

Please confirm who provides your LAN, WIFI and Security infrastructure

These are currently provided by Cisco and CDW.

Please confirm your annual spend on each

The approximate total spend across the LAN, WiFi and security infrastructure is 200k, however, this varies year in year depending on Trust usage.

Please confirm your data centre switching and security infrastructure and have you deployed cloud based security and threat management

Exempt under Section 31(1a) - The Prevention or Detection of Crime

We have carefully considered your request and although we hold the information we have concluded that we will not be able to provide you with the information you have requested and we will rely on the exemption under Section 31(1a) - The prevention or detection of crime of the Freedom of Information Act 2000 (“the Act”).

Section 31(1a) the Act provides that information is exempt from disclosure if the information would or would be likely to prejudice law enforcement and the Prevention or detection of crime by making the Trust vulnerable to criminal activity through cyber security attacks.

The Trust, as a public body is mindful that in order to engage this exemption, we must demonstrate that disclosure of the information would, or would be likely to, prejudice the prevention of crime.

The term “would ...prejudice” has been defined as it is more likely than not to occur whereas “would likely....prejudice” is a lower threshold. The Trust has applied the prejudice test under Section 31, and we are content that the requirements of the test have been met.

Having reached the conclusion that the prejudice test has been met, we have also considered whether the public interest in maintaining the exemption outweighs the public interest in disclosure.

Public Interest Test

Factors favouring disclosure:

- The Trust recognises that answering the request would promote openness and transparency with regards to the Trust's IT security

Factors in favour of non-disclosure

- Increased risk of Cyber-attacks, which may amount to criminal offences under the Computer Misuse Act 1990 or the Data Protection Act 2018. Cyber-attacks are rated as a Tier 1 threat by the UK Government. Cyber-attacks could result in:
 - Breaches in Trust security and is therefore a reasonable threat to the confidential patient data held on our systems
 - Temporary or long term lack of availability of IT systems
 - Corruption/loss of patient data which would prevent or interrupt provision of patient care
- Disclosure of the information would assist a hacker in gaining valuable information as to the nature of the Trust's systems, defences and possible vulnerabilities

Having carefully considered the public interest test we have concluded that there is a strong public interest in protecting the confidentiality of patient data and of ensuring that healthcare services can be provided to the public without increasing the possibility of attack by hackers or malware, or of putting personal or other information held on these systems at risk of corruption or subject to illegal access.

Taking the above into consideration, having applied the necessary, relevant tests and taking all the current circumstances into consideration we are content that the requirements of all necessary and relevant tests have been met and the application of the exemption under Section 31(1a) is appropriate on this occasion.

Organisation

How many employees do you have overall within your organisation?
1575

Can you provide contact details for your procurement lead / category manager for these services?

James Crowther – Head of IT Operations 0151 556 5000

Can you provide names and contact details for the following people within your organisation?

- CIO / IT Director Sarah Barr – sarah.barr2@nhs.net

- **Head of IT James Crowther – jamescrowther@nhs.net**
- **Head of Digital Transformation James Crowther jamescrowther@nhs.net**
- **Head of Customer services – We do not have this role within our Trust**

Should you require any further information please do not hesitate to contact me on the email address provided below.

Please remember to quote the reference number above in any future communications.

If you are dissatisfied with the handling of your request, you have the right to ask for this to be investigated internally.

If you are dissatisfied with the information you have received, you have the right to ask for an internal review.

Both processes will be handled in accordance with our Trust's Freedom of Information Policy and the Freedom of Information Act 2000.

Internal investigation and internal review requests should be submitted within two months of the date of receipt of the response to your original letter and should be addressed to: Freedom of Information Review, The Clatterbridge Cancer Centre NHS Foundation Trust, Clatterbridge Road, Bebington, Wirral, CH63 4JY

If you are not satisfied with the outcome of the internal investigation/review, you have the right to apply directly to the Information Commissioner for a decision. The Information Commissioner can be contacted at: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF.

In order for us to ensure customer satisfaction and to monitor compliance with the Freedom of Information Act 2000, we would be grateful if you could take a couple of minutes to complete a short feedback form via the link below:

<https://www.surveymonkey.co.uk/r/H39RFMM>