Clatterbridge Road
Bebington
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CH63 4JY

Tel: 0151 556 5000
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Date: 17 June 2019

Re: Freedom of Information Request
Ref: 133- 2019

Thank you for your email dated 17th May 2019 requesting various information regarding IM&T infrastructure.

The information that you require is as follows:

Can you update the attached spreadsheet where we ask about your trust's general IT infrastructure please?

Please see Appendix 1.

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

Appendix 1

Question 1	What is your organisation's IT spend in FY18/19 and projected for FY19/20?	FY18/19	FY19/20				
	Overall	£5,873,000.00	£5,798,000.00				
	Capital	£2,003,000.00	£2,750,000.00				
	Revenue	£3,870,000.00	£3,048,000.00				

Question 2	Does your organisation outsource any or all of its IT infrastructure?	Yes/No	If yes, who is the main supplier or shared service provider?	If no, please give details:	Annual spend FY18/19	Contract renewal date	Percentage outsourced
	Desktop management	No		In House	Approx. £600k total against all these lines		0
	Networking	No		In House	as above		0
	Data centre	No		In House	as above		0
	Mobile device management	No		In House	as above		0
	Server management	No		In House	as above		0
	IT security	No		In House	as above		0
	Other (please specify)	Print	Ricoh		Approx £80k	2023	100

Question 3	What elements of your IT infrastructure are managed by a cloud provider?	Yes/No/specify	Main supplier	Annual spend FY18/19	Contract renewal date		
	Data storage	In House	Netapp	as in Question 2	n/a		
	Networking	In House	Cisco	as in Question 2	n/a		
	Back-up and archive	In House	Bridgehead/HP	as in Question 2	n/a		
	Processing and compute capacity	In House	Fujitsu/Toshiba	as in Question 2	n/a		
	Application databases	In House	MS SQL	as in Question 2	n/a		
	Big data analytics databases	In House	n/a	as in Question 2	n/a		
	Email and collaboration	In House	NHSMail2/Cisco	as in Question 2	n/a		
	Other (please specify)						

Question 4	Does your organisation plan to move to a cloud-based service in the next 2 years?	Yes	No	Main supplier	Notes		
	Data storage		No	n/a			
	Networking		No	n/a			
	Back-up and archive		No	n/a			
	Processing and compute capacity		No	n/a			
	Application databases		No	n/a			
	Big data analytics databases		No	n/a			
	Email and collaboration		No	n/a			
	Other (please specify)						

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Question 5	What percentage of your servers are virtualised and what virtualisation platform do you use?	Response				
	What percentage of your servers are virtualised	97%				
	Virtualisation platform and main supplier	VMWare				

Question 6	How does your organisation manage data storage?	Please select	On premise/Off premise	Main supplier	Annual spend FY18/19	Contract renewal date
	Local departmental servers	n/a				
	In-house data centre	yes	on and off Premise	Netapp	n/a	Nov-19
	Outsourced cloud provider	n/a				
	Outsourced data centre	n/a				
	Shared service	n/a				
	Other (please specify)					

Question 7	How many servers does your organisation have and are these owned or leased?	Response	Notes
	Number of servers	400	mainly VM
	Owned or leased	Owned	
	Average age of servers	3-5years	
	Main supplier	Cisco UCS	
	Annual spend FY18/19	n/a	Purchases are usually done on a 3 or 5 year basis paid up front so there is no annual cost as such.

Question 8	Please specify your organisation's network suppliers, annual spend and contract renewal dates	Main supplier	Annual spend - FY18/19	Contract renewal date
	Mobile telecoms	Vodafone	approx £60k	01/04/2019
	Data network (broadband)	Cisco	Purchases are usually done on a 3 or 5 year basis paid up front so there is no annual cost as such.	various dates in 2019/2020
	WiFi (hardware)	Cisco	as above	various dates in 2019/2021
	CoIN (if applicable)	n/a		various dates in 2019/2022
	WAN	Cisco		various dates in 2019/2023
	LAN	Cisco		various dates in 2019/2024
	Other (please specify)			

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Question 9	Please outline the extent of your trust's WiFi coverage?	Yes/No	Percentage of organisation covered		
	Community wide (e.g. CoIN)	Yes	10%		
	Enterprise wide (whole campus)	Yes	100%		
	Main building only	Yes	100%		
	Sections of building(s) only	Yes	100%		
	Mobile phone signal enabled through WiFi	no	n/a		
	No wireless networks are used in the trust	n/a	n/a		

Question 10	Does your organisation have a BYOD or CYOD policy?	Yes/No		
	Bring Your Own Device (BYOD)	No		
	Choose Your Own Device (CYOD)	No		

Question 11	What mobile device management (MDM) software does your organisation use?	Main product and supplier	Annual spend - FY18/19	Contract renewal date	
	Smartphones	Citrix Xenmobile / Vofafone VSDM (Airwatch)	Purchases are usually done on a 3 or 5 year basis paid up front so there is no annual cost as such.	30/10/2020	
	Laptops	SCCM	n/a	n/a	
	PCs	SCCM	n/a	n/a	
	Tablets	Citrix Xenmobile / Vofafone VSDM (Airwatch)	Purchases are usually done on a 3 or 5 year basis paid up front so there is no annual cost as such.	30/10/2020	
	Other (please specify):				

Question 12	Does your organisation have a mobile threat prevention solution?	Yes/No	Product	
		No	n/a	

Question 13	What devices are used by your organisation?	Number across organisation	Average age of product	Main supplier	
	Smartphones	approx 300	vary from 1-5 years	Vodafone	
	Laptops	599	vary from 1-5 years	Various	
	PCs	972	vary from 1-5 years	Various	
	Tablets	approx 400	vary from 1-5 years	Vodafone	

Question 14	What video/web conferencing software does your organisation use?	Response	Notes			
	Main product (e.g. Skype, Jabber, Webex)	Jabber/Webex				
	Main supplier	Cisco				
	Annual spend	n/a	Purchases are usually done on a 3 or 5 year basis paid up front so there is no annual cost as such.			
	Contract renewal date	2019/2020				

Question 15	What desktop operating system software is used by your organisation?	Main product	Main supplier	Annual spend	Contract renewal date	
		W7/W10	Microsoft	n/a	n/a	

Question 16	What personal office productivity software is run by your organisation?	Response				
	Product and version	Office 2010/13/16				
	Licencing model (e.g. cloud-based, enterprise-wide, concurrent-user, named user)	enterprise				
	Number of licences	~1500				

Question 17	Does your organisation use NHSmail or a locally hosted email system?	NHSmail	Locally-hosted (please specify provider)	Both	Are you moving to NHSmail2 (Yes/no)	
		NHSmail	cloud	n/a	Already Moved	