

Compliance Team – Health Records

Kestrel House
Hellesdon Hospital
Drayton High Road
Norwich
Norfolk
NR6 5BE

Tel: 01603 421687
Fax: 01603 421411

FOI REQUEST NUMBER 204 2015

Request:

Please find below a Freedom of Information request in relation to Norfolk and Suffolk NHS Foundation Trust.

Kable provides ICT market data to Whitehall bodies and organisations across the wider public sector, as well as to private sector suppliers to government. The wide availability of this data reduces the number of FoI requests that would otherwise be made by the ICT industry and other interested parties.

The purpose of this request is to help compile an overview of the ICT assets base within your organisation, and ultimately across the public sector. Any results provided will be used in an aggregated and anonymised form, and will inform forecasts on public sector ICT spend, which are used both by the industry and government.

While I understand that for some organisations this information is not held centrally, any clarification or assistance that you are able to provide would be most useful. If it is not possible to provide all, but only some of the information requested under the terms of the FoI act, then I am happy to take part completion of the FoI request.

I look forward to receiving the information requested as soon as possible, and in any event within 20 working days of receipt. In the event that this information is not already available in a standard electronic format, please provide it in another format.

Response:

Thank you for your recent request under the Freedom of Information Act.
Please see the attachment to this email which contains the information you have requested

The Trust provides a complaints procedure to deal with complaints about the Trust's handling of requests for information. If you feel you need to make a complaint, in the first instance, you should contact a Non-Executive Director via the Chair of the Trust. If you feel you have exhausted our internal complaints procedure, you also have the right and may feel you wish to write to the Information Commissioner who can be contacted on telephone number 01625 545740 or at www.ico.gov.uk.

ICT assets base

1. ICT end-user base

Approximately how many IT users do you have in your organisation?

Total no IT users
4,000

Please tell us where these users work:

Typical place of work	% of users
Permanent desk	50
Hot-desk	25
Not desk-bound (community or field-based)	25
Working from home (for all or part of the week)	0

2. End-user and office equipment

How many of the following devices are in use within your organisation, and how often are these devices replaced?

Device/equipment type	Number of devices in use	Approx. date of purchase of your oldest assets	Approx. date of purchase of your most recent assets	Average refresh rate (e.g. every 3 years)	Most dominant brand in use
Desktop PC	2,119	22/01/2007	14/08/2015	Every 5 years	Dell
Thin client PC	0	N/A	N/A	N/A	N/A
Laptop PC	2,179	22/01/2007	11/08/2015	Every 5 years	Dell
Tablet PC	50	01/06/2011	01/02/2015	Every 5 years	Dell
Mobile phone owned by your organisation	4,498	16/01/2009	31/07/2015	Every 5 years	
Mobile phone used within a BYOD context	0	N/A	N/A	N/A	N/A
Printers, photocopiers, scanners	650	17/11/2007	20/07/2015	Every 5 years	HP
Multi-function devices (MDFs)	239	Leased	Leased	Every 5 years	HP

3. Servers

Who is responsible for managing your server assets? Please tick the option(s) which best describes your organisation:

Management responsibility for servers	
We manage all our own servers	✓
We manage some of our own servers (please give approx %), with the remainder managed by a third party	
We lease our servers, but a third party manages them all on our behalf	
We do not own any servers – all of our systems are hosted	

Of the servers that you manage, please provide approximations for the following:

Server installed base	
How many server units do you have?	50 Physical
Most dominant brand of server in use?	HP
Average utilisation rate of your servers (%)? Alternatively, what % do you consider to be under-utilised?	Approximately 50%
% of server units that are virtualised?	80%
Do these virtualised servers reside within a server room or a data centre belonging to your organisation? If YES, please also respond to Q5	Yes

4. Storage hardware/devices

Who is responsible for managing your storage hardware/devices? Please tick the option(s) which best describes your organisation:

Management responsibility for storage hardware/devices	
We manage our own storage hardware/devices	Yes
We manage some of our own storage hardware/devices (please give approx %), with the remainder managed by a third party	
We lease our storage hardware/devices, but a third party manages them all on our behalf	
We do not own any storage hardware/devices – all of our systems are hosted	

Of the storage hardware/devices that you manage, please provide approximations for the following:

Storage hardware/devices installed based	
How many storage units do you have?	2
Most dominant brand of storage hardware/device in use?	EMC
Average utilisation rate of your storage devices (%)? Alternatively, what % do you consider to be under-utilised?	90%
What is your average storage capacity (%)?	90%
Do these storage devices reside within a server room or data centre belonging to your organisation?	Yes
% of storage devices that are virtualised?	0
Do these virtualised storage devices reside within a server room or a data centre belonging to your organisation? If YES, please also respond to Q5	Yes

5. Server room or data centre facility

We would like to get an approximation of how your in-house server room or data centre is configured:

Server room or data centre location	
If an in-house server room or data centre, please give approx. size and/or capacity of the facility (m ₂ or ft ₂)	20m ²
Total no racks in your in-house server room or data centre (units)	4
Alternatively, is your server room or data centre co-located in another public sector organisation's facility	
Alternatively, is your server room or data centre co-located in a specialist private sector data centre facility	
Alternatively, do you manage a co-located facility on behalf of another public sector organisation?	

6. Telecoms and Unified Comms

We would like to get an approximation of your telecoms and unified communications infrastructure (to include messaging, conferencing and video, as well as voice):

Telecoms and Unified Comms Infrastructure	No end users/seats
On-premise IP PBX (Internet Protocol Private Box Exchange)	2,650
Hosted IP PBX/Unified Comms service	2,000
Other (please define)	