

FOI 3443

27th November 2025**FREEDOM OF INFORMATION ACT 2000 – INFORMATION REQUEST**

- 1) Please can the Southern HSCT advise if the 'route cause analysis' has been completed for the IT outage on the 17th of September 2025.

Response:

The Trust is currently undertaking a full root cause analysis to determine contributing factors resulting in significant issues experienced on 17 September 2025.

- 2) Given the significant layers of IT management employed to ensure such disruption does not happen, can the Trust advise what was the total salary bill for those staff from (including) Assistant Directors down who are part of the Trust IT Team - Please can this figure be provided for financial years 2023,2024.

Response:

2023 (£m)	2024 (£m)
£2.14	£2.71

- 3) If the Route Cause Analysis is not available, please can SHSCT suggest when this will be available / completed.

Response:

It is anticipated that the report of the Incident Review Group (which will be informed by the findings of the Root Cause Analysis report) will be published following Trust Board in January 2026.

- 4) Has a cost been attributed to this outage in terms of clinical time lost?

Response:

The Trust is extremely conscious of the regrettable impact on patients and service users during and following the incident. As part of the review work the Incident Review Group will therefore also seek to understand the wider impact of the outage, in terms of both the impact on patients and the financial costs associated with the re-scheduling of patient appointments.

5) Given time pressures on Trust IT Staff across the UK - Did Trust IT staff have to work extra hours to remedy the outage, or did they have sufficient time available to them (time to spare) to resolve within standard working hours?

Response:

The incident occurred during working hours; Data Centre access was fully restored before 5pm. There were no additional IT staffing costs associated with the IT incident.

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