

FOI 2484

9<sup>th</sup> July 2024

## **FREEDOM OF INFORMATION ACT 2000 – INFORMATION REQUEST**

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### **LAN**

**a1 Which primary LAN hardware do you use (e.g. Extreme, Juniper, Cisco)**

Cisco

**a2 When did you last conduct a major refresh of this infrastructure/how many devices?**

Continual hardware refresh.

**a3 Who is the reseller or supplier of this LAN hardware?**

Cisco

**a4 Who maintains the LAN?**

Virgin Media O2

**a5 When is your maintenance renewal/expiry date?**

Under section 21 of the FOIA 2000, the Trust is not required to provide information that is already available in a form accessible by the public.

The information requested is available on the published contract award notice found on eTenders NI Portal (see link below) by searching under Title for “Network Support Services for Southern Health and Social Care Trust”.

<https://etendersni.gov.uk/epps/prepareAdvancedSearch.do?type=cft>

**a6 Have you recently reviewed/when are you next reviewing this infrastructure?**

Continual hardware refresh.

### **WLAN Wireless LAN**

**b1 Which primary WLAN hardware do you use (eg Extreme, Juniper, Cisco)**

Cisco

**b2 When did you last conduct a major refresh of this infrastructure/how many devices?**

Continual hardware refresh.

**b3 Who is the reseller or supplier of this WLAN hardware?**

Cisco

**b4 Who maintains the WLAN?**

Virgin Media O2

**b5 When is your maintenance renewal/expiry date?**

Under section 21 of the FOIA 2000, the Trust is not required to provide information that is already available in a form accessible by the public.

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<https://etendersni.gov.uk/epps/prepareAdvancedSearch.do?type=cft>

**b6 Have you recently reviewed/when are you next reviewing this infrastructure?**

Continual hardware refresh.

**Data Centre**

**c1 Which primary data centre hardware do you use (eg Extreme, Juniper, Cisco)**

Cisco

**c2 When did you last conduct a major refresh of this infrastructure/how many devices?**

Continual hardware refresh.

**c3 Who is the reseller or supplier of this data centre hardware?**

Cisco

**c4 Who maintains the data centre equipment?**

Virgin Media o2

**c5 When is your contract renewal/expiry date?**

Under section 21 of the FOIA 2000, the Trust is not required to provide information that is already available in a form accessible by the public.

The information requested is available on the published contract award notice found on eTenders NI Portal (see link below) by searching under Title for "Network Support Services for Southern Health and Social Care Trust".

<https://etendersni.gov.uk/epps/prepareAdvancedSearch.do?type=cft>

**c6 Have you recently reviewed/when are you next reviewing this infrastructure?**

Continual hardware refresh.

**c7 Which DC compute technology do you use? (eg HP, Lenovo, Supermicro)**

HP

**c8 Which DC storage technology do you use? (eg netapp, dell, IBM)**

HP

**WAN/Internet Connectivity**

**d1 Who provides your WAN (e.g. BT, Virgin)**

EirCom

**d2 Who provides your internet connectivity (eg BT, Virgin)**

The Trust do not have direct connectivity (nor a contract for the same) to the internet.



**d3 When is your maintenance renewal/expiry date?**

Under section 21 of the FOIA 2000, the Trust is not required to provide information that is already available in a form accessible by the public.

The information requested is available on the published contract award notice found on eTenders NI Portal (see link below) by searching under Title for "Wide Area Network (WAN) Solution for Southern Health and Social Care Trust".

<https://etendersni.gov.uk/epps/prepareAdvancedSearch.do?type=cft>

**d4 Who provides your SD-WAN (eg Palo Alto, Meraki)**

EirCom

**d5 Do you plan to introduce SD-WAN in the future?**

No

**d6 Have you recently reviewed/when are you next reviewing this infrastructure?**

Monthly Service Review

**d7 Which hypervisor do you use (e.g. VMware)**

The information requested in this FOI request is exempt from release under Section 31 and Section 43 of the Freedom of Information Act 2000.

These are both qualified exemption and so a Public Interest Test was carried out to decide if the information should be released or not. Having weighed up the factors for and against release, it was decided to withhold this information because the disclosure of such information would:

a) Leave (Southern Health & Social Care Trust) patients, clients & staff more vulnerable to crime (Section 31)

b) Pose a significant threat to the integrity & operation of the digital systems on which the day-to-day business of the (Southern Health & Social Care Trust) relies (Section 43).

Section 31(1)(a) states that information is exempt if its disclosure is likely to prejudice the prevention or detection of crime. ICO guidance states that this can be used to protect information on a public authority's systems which would make it more vulnerable to crime. It can be used by a public authority that has no law enforcement function:

\* To protect the work of one that does

\* To withhold information that would make anyone, including the public authority itself, more vulnerable to crime.

**SIP**

**e1 Which SIP carrier do you use (e.g. BT, Gamma, Virgin)**

BT

**e2 Who provides/resells this SIP?**

BT

**e2 How many SIP channels do you have**

1200 across the Trunk Group

**e3 When is your contract renewal/expiry date?**

April 2025

**e4 Have you recently reviewed/when are you next reviewing this service?**  
Fortnightly Service Review

### **Mobile**

**f1 Which Mobile carrier do you use (e.g. Vodafone)**  
VM O2

**f2 Who provides/resells this service?**  
VM O2

**f2 How many mobile connections do you have**  
5288

**f3 When is your contract renewal/expiry date?**  
November 2025

**f4 Have you recently reviewed/when are you next reviewing this service?**  
Monthly Service Review

### **Telephony**

**g1 Which phone systems do you use (e.g. Mitel, Avaya, 8x8)**  
Avaya

**g2 When was the current system installed?**  
2016

**g3 Is this on premise or cloud based?**  
On Premise

**g4 How many users?**  
8363

**g5 When is your contract renewal/expiry date?**  
Dec 2028

**g6 Have you recently reviewed/when are you next reviewing this service?**  
Fortnightly Service Review

### **Teams Phone System**

**h1 Do you use Microsoft for PSTN calling?**  
No

**h2 Which types of Microsoft telephony do you use (e.g. Calling plan, Skype, Operator Connect, Direct routing)**

**h3 How many users?**

**h4 If you don't currently use, are you looking to implement?**



Southern Health  
and Social Care Trust

**h5 Have you recently reviewed/when are you next reviewing this service?**

**Contact centre**

**i1 Which contact centre systems do you use (e.g. Genesys, Avaya, Enghouse) –**  
Avaya

**i2 When was the current system installed?**  
2017

**i3 Is this on premise or cloud based?**  
On Premise

**i4 How many agents?**  
130

**i5 When is your contract renewal/expiry date?**  
Dec 2028

**i6 Have you recently reviewed/when are you next reviewing this service?**  
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