

Reference Number: FOI/LHCH/2017025
From: Commercial
Date: 26 January 2017
Subject: IT infrastructure and cyber security

- Q1 What is your organisation's IT spend in FY15/16 and projected for FY16/17?
- Q2 Does your organisation outsource any or all of its IT infrastructure?
- Q3 What elements of your IT infrastructure are managed by a cloud provider?
- Q4 Does your organisation plan to move to a cloud-based service in the next 2 years?
- Q5 What percentage of your servers are virtualised and what virtualisation platform do you use?
- Q6 How does your organisation manage data storage?
- Q7 How many servers does your organisation have and are these owned or leased?
- Q8 Please specify your organisation's network suppliers, annual spend and contract renewal dates
- Q9 Please outline the extent of your trust's WiFi coverage?
- Q10 Does your organisation have a BYOD or CYOD policy?
- Q11 What mobile device management (MDM) software does your organisation use?
- Q12 Does your organisation have a mobile threat prevention solution?
- Q13 What devices are used by your organisation?
- Q14 What video/web conferencing software does your organisation use?
- Q15 What desktop operating system software is used by your organisation?
- Q16 What personal office productivity software is run by your organisation?
- Q17 Does your organisation use NHSmail or a locally hosted email system?
- A1-17 [See attached document FOI2017025 Liverpool Heart and Chest Hospital NHS Foundation Trust](#)

Question 1	What is your organisation's IT spend in FY15/16 and projected for FY16/17?	FY15/16	FY16/17
	Overall	1.652m	2.695m
	Capital	171k	1.051m
	Revenue	1.481m	1.644m

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 FY15/16	Contract renewal date	Percentage outsourced
	Desktop management	Yes	Informatics Merseyside		£650k inclusive of all services provided	Apr-17	100%
	Networking	Yes	Royal Liverpool & Broadgreen University Trust		£40k	Apr-17	100%
	Data centre	Yes	AIMES Grid		£53k	Apr-18	50%
	Mobile device management	Yes	Informatics Merseyside		£650k inclusive of all services provided	Apr-17	100%
	Server management	Yes	Informatics Merseyside		£650k inclusive of all services provided	Apr-17	50%
	IT security	No		In House			
	Other (please specify)						

Question 3	What elements of your IT infrastructure are managed by a cloud provider?	Yes/No/specify	Main supplier	Annual spend FY15/16	Contract renewal date
	Data storage	No			
	Networking	No			
	Back-up and archive	No			
	Processing and compute capacity	No			
	Application databases	No			
	Big data analytics databases	No			
	Email and collaboration	No			
	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		Not held
	Networking		No		Not held
	Back-up and archive		No		Not held
	Processing and compute capacity		No		Not held
	Application databases		No		Not held
	Big data analytics databases		No		Not held
	Email and collaboration	Yes		NHSMail/Office365	Not held
	Other (please specify)				

Question 5	What percentage of your servers are virtualised and what virtualisation platform do you use?	Response
	What percentage of your servers are virtualised	90%
	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 FY15/16	Contract renewal date
	Local departmental servers	Yes	On	DellEMC	Nil	
	In-house data centre	Yes	On	DellEMC	Nil	Apr-17
	Outsourced cloud provider					

Outsourced data centre	Yes	Off	DellEMC	Nil	Apr-17
Shared service					
Other (please specify)					

Question 7	How many servers does your organisation have and are these owned or leased?	Response	Notes
	Number of servers	200	
	Owned or leased	Owned	
	Average age of servers	3 years	
	Main supplier	HP	
	Annual spend FY15/16	39.5k	

Question 8	Please specify your organisation's network suppliers, annual spend and contract renewal dates	Main supplier	Annual spend - FY15/16	Contract renewal date
	Fixed line telecoms	BT/Virgin		rolling
	Mobile telecoms	EE		Jan-16
	Data network (broadband)	Aimes Grid		Nov-17
	WiFi (hardware)	Cisco/Royal Liverpool		rolling
	CoIN (if applicable)	Information not held - please re-direct to Informatics Merseyside http://www.imerseyside.nhs.uk/AboutUs/get_in_touch.aspx		
	WAN	Information not held - please re-direct to Informatics Merseyside http://www.imerseyside.nhs.uk/AboutUs/get_in_touch.aspx		
	LAN	Cisco/Royal Liverpool		rolling
	Other (please specify)			

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

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

Question 11	What mobile device management (MDM) software does your organisation use?	Main product and supplier	Annual spend - FY15/16	Contract renewal date
	Smartphones	Airwatch		Jul-17
	Laptops	Microsoft		
	PCs	Microsoft		
	Tablets	Airwatch and Microsoft if Windows tablet.		Jul-17
	Other (please specify):			

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

Information exempt under s31 – law enforcement, specifically section 31 (1) (a) relating to the prevention and detection of crime.

We have assessed the public interest in disclosure and believe the only factor for release would be openness and transparency, however the factors against release clearly outweigh this as release of the information would place the Trusts information systems and other related assets at risk of attack from hackers if released in to the public domain. This would have a major impact on the Trusts ability to maintain confidentiality, integrity and availability of systems and information and would severely disrupt services to our patients and would have a substantial impact on the Trusts reputation therefore causing financial loss and would damage the Trusts commercial interests

Question	What devices are used by your organisation?	Number across organisation	Average age of product	Main supplier
13	Smartphones	50	4 years	Apple/Android
	Laptops	200	3 years	Toshiba
	PCs	1,200	3 years	HP&Lenovo
	Tablets	150	4 years	Apple

Question	What video/web conferencing software does your organisation use?	Response	Notes
14	Main product (e.g. Skype, Jabber, Webex)	Skype for Business and Polycom	
	Main supplier	Trustmarque	
	Annual spend	part of enterprise agreement with microsoft for core cal	
	Contract renewal date	enterprise agreement per annum	

Question	What desktop operating system software is used by your organisation?	Main product	Main supplier	Annual spend	Contract renewal date
15		Windows 7	Microsoft	22.9k	Apr-18

Question	What personal office productivity software is run by your organisation?	Response
16	Product and version	Office 2010
	Licencing model (e.g. cloud-based, enterprise-wide, concurrent-user, named user)	Enterprise
	Number of licences	1350

Question	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)
17				Yes	Under Review

Question 1	Does your organisation have a SIRO (senior information risk owner) responsible for cyber security?	Yes/No	Job title of responsible person	Name of Person
		Yes	Director of Research & Informatics	Mark Jackson
Question 2	Does your organisation have a board member responsible for cyber security?	Yes/No	Job title of responsible person	Name of Person
		Yes	Director of Research & Informatics	Mark Jackson
Question 3	Please provide the name of your organisation's Caldicott Guardian	Name	Job title	
		Dr Raphael Perry	Deputy Chief Executive & Medical Director	
Question 4	Is your organisation an 'Early Adopter' in the NHS Digital CareCERT programme?	Yes/No		
		Registered an interest		
Question 5	Has your organisation had an on-site assessment as part of the NHS Digital CareCERT Assure service?	Yes/No	Date of assessment	
		No		
Question 6	Has your organisation undertaken penetrative testing in the last twelve months?	Yes/No	Notes	
		Yes		
Question 7	Does your organisation have ISO 27000 accreditation?	Yes/No	Notes	
		No		
Question 8	Has your organisation suffered disruption of access to data and systems as a result of a cyber attack in the past twelve months?	Yes/No	Notes	
		No		
Question 9	Does your organisation have the following solutions in place to protect and manage your IT infrastructure?	Yes/No	Supplier	Notes
	Firewall			<p>Information exempt under s31 – law enforcement, specifically section 31 (1) (a) relating to the prevention and detection of crime.</p> <p>We have assessed the public interest in disclosure and believe the only factor for release would be openness and transparency, however the factors against release clearly outweigh this as release of the information would place the Trusts information systems and other related assets at risk of attack from hackers if released in to the public domain. This would have a major impact on the Trusts ability to maintain confidentiality, integrity and availability of systems and information and would severely disrupt services to our patients and would have a substantial impact on the Trusts reputation therefore causing financial loss and would damage the Trusts commercial interests</p>
	Data encryption			
	Incident reporting			
	Web security			
	Mobile threat prevention			
	Distributed denial of service protection			
	Real-time monitoring solution			
	Zero-day protection - threat intelligence			
Question 10	Does your organisation have a specialist security supplier and if so who?	Yes/No	Supplier	Notes
		No		
Question 11	Does your organisation have a plan for how to implement the new General Data Protection Regulation (GDPR) that comes into force on 25 May 2018?	Yes/No	Notes	

	No	The trust has undertaken a baseline assessment of compliance. Formal approach to implementation is currently being reviewed to be included in the revised Information Governance Strategy for 2017/18
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