

Reference Number: FOI/LHCH/2018/126
From: Commercial
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Subject: IT infrastructure

- Q1 What is your organisation's IT spend in FY17/18 and projected for FY18/19?
- 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 - FOI2018126 - Liverpool Heart and Chest Hospital NHS Foundation Trust](#)

Question 1	What is your organisation's IT spend in FY17/18 and projected for FY18/19?	FY17/18	FY18/19
	Overall	£3,366k	£2,847k
	Capital	£1,423k	£1,049k
	Revenue	£1,943k	£1,798k

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 FY17/18	Contract renewal date	Percentage outsourced
	Desktop management	yes	Informatics Merseyside		£650k inclusive of all services	Apr-19	100%
	Networking	yes	ANS		£30k	Oct-19	100%
	Data centre	yes	Aimes Grid		£60k	Apr-23	50%
	Mobile device management	yes	Informatics Merseyside		£650k inclusive of all services	Apr-19	100%
	Server management	yes	Informatics Merseyside		£650k inclusive of all services	Apr-19	100%
	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 FY17/18	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		
	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 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 FY17/18	Contract renewal date
	Local departmental servers	No				
	In-house data centre	Yes	On	DellEMC	£700k 5 yr cost	Nov-22
	Outsourced cloud provider	No				
	Outsourced data centre	Yes	Off	DellEMC	£700k 5 yr cost	Nov-22

Shared service	No				
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	4 yrs	
	Main supplier	HP/Lenovo/Dell	
	Annual spend FY17/18	£34,662.00	

Question 8	Please specify your organisation's network suppliers, annual spend and contract renewal dates	Main supplier	Annual spend - FY17/18	Contract renewal date
	Fixed line telecoms	BT/Virgin	Total spend - £78,780	rolling
	Mobile telecoms	O2		Jan-20
	Data network (broadband)	Aimes Grid		Apr-23
	WiFi (hardware)	Cisco		Oct-19
	CoIN (if applicable)	Information not held (Informatics Merseyside)		
	WAN	Information not held (Informatics Merseyside)		
	LAN	Cisco		Oct-19
	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)	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 - FY17/18	Contract renewal date
	Smartphones	Airwatch	Nil - no spend	Rolling Annual
	Laptops	Microsoft		
	PCs	Microsoft		
	Tablets	Airwatch and Microsoft if Windows Tablet		
	Other (please specify):			

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

	No	
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Question 13	What devices are used by your organisation?	Number across organisation	Average age of product	Main supplier
	Smartphones	150	1 yr	Apple/Android
	Laptops	250	3 yrs	Toshipa / Lenovo / Dell
	PCs	1200	4 yrs	HP / Lenovo / Dell
	Tablets	150	5 yrs	Apple/Android

Question 14	What video/web conferencing software does your organisation use?	Response	Notes
	Main product (e.g. Skype, Jabber, Webex)	Skype for Business and Polycom	
	Main supplier	Trustmarque	
	Annual spend	Part of Enterprise Agreement with Microsoft CoreCal	
	Contract renewal date	Apr-21	

Question 15	What desktop operating system software is used by your organisation?	Main product	Main supplier	Annual spend	Contract renewal date
		Windows 7 & 10	Microsoft	NHS Enterprise Agreement	N/A

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

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)
				Yes	No