

**Reference Number:** FOI202324//028  
**From:** Private Individual  
**Date:** 18 April 2023  
**Subject:** ICT contract(s) for Server Hardware Maintenance, Server Virtualisation Licenses and Maintenance and Storage Area Network (SAN) Maintenance/Support

Information relates to the previous disclosure FOI202223/261

- Q1 Please provide the contract description for Teknicor.
- A1 Fully managed service on all Infrastructure related to the Electronic Patient Record environment including hardware, VMWare and OS monitoring/ maintenance. This is done via a service portal and Change Control.
- Q2 Please confirm whether the number of physical and virtual servers are the same for all the contracts
- A2 We have only the one contract that would cover all virtual servers and host servers relating to the EPR environment.