Liverpool Heart and Chest Hospital **NHS**
NHS Foundation Trust

Reference Number:	FOI2021/029
From:	Other
Date:	28 January 2021
Subject:	IT Infastructure Survey

Q1   Can you update the attached spreadsheet where we ask about your trust's general IT infrastructure please?

A1   Please see attached – *FOI2021029*

Qu 1: For each of the specified years please provide your trust's total IT spend on infrastructure	£'s 2019-20	£'s 2020-21 (current year spend)	Additional notes
DEFINITION: This is the total IT spend for your trust and will include physical software systems, Hardware (eg laptops/Desktops), Infrastructure (eg Cloud) as well as spend on external organisations providing services to your trust	£1,353,431	£1,436,141 to date	Figures are revenue IT Non Pay spend

Qu 2: For each element of IT infrastructure below please provide the requested details	Yes/No/Partial	Main provider	Annual spend 2019/20 £'s	Contract end date	Additional notes
Desktop management	Yes	Informatics Merseyside		Apr-21	
Networking	Yes	Informatics Merseyside/ANS/CDW	Information not held - Costs of individual elements not recorded however total spend for these providers was £820,000	Apr-21	
Data centre	Yes	Informatics Merseyside		Apr-21	
Server management	Yes	Informatics Merseyside		Apr-21	
IT security	Yes	MIAA	£39,000	Apr-21	

Qu 3: For each of the elements below, please provide details about your cloud provider	Cloud Provision (Yes or No)	Main cloud provider	Annual spend 2019/20 £'s	Contract end date	Additional notes
Data storage	No	N/A			
Networking	No	N/A			
Back-up and archive	No	N/A			
Application databases	No	N/A			
Big data analytics databases	No	N/A			

Qu 4: For each of the elements below, does your organisation plan to move to a cloud-based service in the next 2 years?	Yes/No	Main supplier	Additional notes
Data storage	No		
Networking	No		
Back-up and archive	No		
Processing and computer capacity	No		
Application databases	No		
Analytics databases	No		
Email and collaboration	Yes	MS Office 365	
Other (please specify)			

Qu 5: What percentage of your servers are virtualised?	% Virtualised	Main supplier	Additional notes
Virtualised Servers	75%	VMWare	

Qu 6: For each element detailed below, how does your organisation manage its data storage?	On Premise	Off Premise	Main supplier	Annual spend FY £'s 2019-20	Contract end date	Additional notes
In-house data centre	Yes	Yes	Dell	£132,274	Annual	This spend was with our Network suppliers for both the network support and network refresh which will have included some servers but not broken down to this granularity
Shared service	Supported via Shared Service	Supported via Shared Service	Informatics Merseyside	Information not held - Costs of individual elements not recorded however total spend for these providers was £820,000	Apr-21	
Data Storage	Yes	Yes	Dell	0	Annual	No spend specifically on storage through revenue 19/20
Other (please specify)	N/A	N/A	N/A			

Qu 7: In relation to your trust's servers please provide the requested information	Number of servers	Owned or Leased	Average age of servers	Main supplier	Annual spend £'s 2019-20	Additional notes
Servers	260	Owned	0-6 years	Dell/HP	£132,274	This spend was with our Network suppliers for both the network support and network of refresh which will have included some servers but not broken down to this granularity

Qu 8: For each of the network supply systems listed below, please provide the requested details	Main supplier	Annual spend £'s 2019-20	Contract renewal date	Additional notes
Fixed line telecoms	BT	£36,402.00	01/04/2021	Supplier information from 19/20
Mobile telecoms	O2	£60,940.00	2023	Supplier information from 19/20
Data network (broadband)	Aimes	£5,990.00	01/04/2021	Annual spend refers to 20/21 as previous year was undefinable as part of a larger contract
WiFi (hardware)	Cisco	£39,134.00	N/A	Amount refers to the amount spent from revenue from IT suppliers 19/20 for this hardware but is not broken down to this level
CoIN (if applicable) - Community of Interest Network	Informatics Merseyside	Information not held - see additional notes	N/A	£68,462.00 - COIN payment is part of our Informatics Merseyside SLA this is the cost for shared infrastructure but it isnt broke down by service
WAN (Wide Area Network)	N3		N/A	
LAN (Local Area Network)	ANS	£132,274.00	Apr-21	This spend was with our Network suppliers for both the netowrk support and network of refresh which will have included some servers but not broken down to this granularity
Other (please specify)				

Qu 9: Please outline your trust's WiFi coverage for each element listed below	Patient WiFi coverage	Staff WiFi coverage	% of organisation/Campuses covered	Additional notes
Community wide (e.g. CoIN - Community of Interest Network)	N/A	N/A	N/A	Single Site
Enterprise wide (whole campus)	Yes	Yes	100%	Of workable areas
Main building only	As above	As above	As above	As above
Sections of building(s) only	As above	As above	As above	As above
Mobile phone signal enabled through WiFi	Partial	Partial	75%	
No wireless networks are used in the trust	N/A	N/A	N/A	N/A

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

Qu 11: Regarding your trust's mobile device management (MDM) policy, please provide details for each element below	Main Product & Supplier	Annual spend £'s 2019-20	Contract end date	Additional notes
Smartphones	Samsung Various	£39,134	No contract - warranty per item	Amount refers to the amount spent from revenue from IT suppliers 19/20 for this hardware but is not broken down to this level
Laptops	Dell Various			
PCs	Dell Various			
Tablets	Apple iPad			
Other (please specify):				

Qu 12: Does your trust have any virtualised desktops?	Main product & supplier	Annual spend £'s 2019-20	Number of virtual desktops	Contract end date	Additional notes
Existing Virtualised Desktops (if applicable)	N/A	0	0		

Qu 13: Virtualised desktop plans	Plan to implement in next 2 years (Yes/No/NA)	Preferred supplier	Expected number	Additional notes
Where you plan to implement new virtualised desktops, please provide details as requested	N/A			

Qu 14: For each device detailed below please provide the requested information	Average age of product (Years)	Number of devices across your organisation	Main supplier	Annual spend £'s	Contract end date	Average length of contract (Years)		Additional notes
Smartphones	2 years	235	Samsung	£39,134	2023			Contract term refers to tarriff not device - cost refers to total money spent on hardware through suppliers of this type 19/20 but not broken down to this level
						2 years		
Laptops	2 years	621	Dell		n/a	n/a		Amount refers to the amount spent from revenue from IT suppliers 19/20 for this hardware but is not broken down to this level
PCs	4 years	1220	Dell		n/a	n/a		
Tablets	2 years	437	Apple		n/a	n/a		
Other (please specify):								

Qu 15a: Which internal (staff) video/web conferencing software does your organisation use?	Product used	Provider	Annual spend £'s	Contract end date	Additional notes
Video/Web conferencing software (for **Staff**) eg Multi-disciplinary teams	Microsoft Teams	Microsoft	£178,000	Mar-24	This spend is 20/21 Spend is for E3 Licenses of O365 in which Teams is included

Qu 15b: Which external (for Patients/Outpatients) video/web conferencing software does your organisation use?	Main product used	Main provider used	Secondary provider	Annual spend £'s	Contract end date	Additional notes
Video/Web conferencing software (for **Patients**) eg Attend Anywhere, Teams, Pushdoctor etc.	Attend anywhere	Attend Anywhere	n/a	Zero	Annual	Free term runs out in 2022

Qu 16: Which messaging system(s) listed below does your trust use?	Main provider	Product version	% Accounted for overall by this method	Contract end date	Additional notes
WhatsApp					
Signal	Information not held - the Trust does not routinely collate or hold this information centrally as part of its management or IT data, for instance messaging systems may have been procured locally for use by departments within the Trust.				
SMS					
Teams	Microsoft	1.4	100%	Mar-24	
Other (please specify)					

Qu 17: Do you currently have a remote monitoring solution?	Yes or No	Device Types (Please List)	Main suppliers (please list)	Total annual spend £'s 2019-20	Additional notes
This includes devices to monitor eg insulin levels and heart measuring devices on patients within the community	Yes	Information not held - the Trust does not routinely collate or hold this information centrally as part of its management or IT data. Devices would be procured and managed locally by each service.			

Qu 18: What desktop operating system software is used by your organisation?	Main product	Main supplier	Annual spend	Contract end date	Additional notes
Includes Windows, iOS	Windows 10	Microsoft	N/A	N/A	No annual spend for this as licenses are purchased whenever a new machine is ordered as part of the package

Qu 19: What products do you provide to enable remote and home working?	Product Types (Please list)	Main product Used	Number of staff engaged in remote working	Additional notes
Laptops	Laptops	Laptops	Approximately 400	Actual number of staff remote working fluctuates daily

Qu 20: For each of the types of printer listed below please answer as requested	Number of specified printers	Main provider	Contract end date	Secondary supplier	Annual spend £'s 2019-20	Additional notes
Standard Printers	79	Konica	30/06/2023	N/A	£51,855.00	
3D Printers	Zero	N/A				

Qu 21: Does your trust use a centralised printing solution/print management solution?	Have a print management solution (Yes or No)	Provider (if applicable)	Additional notes
For example does each department take care of its printing activities or is this managed centrally?	Yes	Konica Minota	

Qu 22: With Regard to on-site Data Centres, what are your trust's plans?	Plans to build? (Yes/No)	If Yes what is the timeframe (Years)	Preferred supplier	Additional notes
If your trust already has an on-site data cente, please indicate this.	No - Upgrade existing	To commence imminently	Dell	