

Reference Number: FOI202425/314
From: Commercial
Date: 22 October 2024
Subject: Information regarding the Trust's IT Infrastructure

Q1 Do you have a disaster recovery strategy/business continuity plan?

A1 [See attached – 314 FOI Response](#)

Q2 For each device detailed below please provide the requested information
Smartphones
Laptops
PCs
Tablets
Other (please specify): All In One

A2 [As per A1](#)

Q3 Does your trust have a hosting supplier?

A3 [As per A1](#)

Q4 Does your trust use a data warehouse?

A4 [As per A1](#)

Q5 Does your trust have a service desk?

A5 [As per A1](#)

Q6 Does your trust use a help desk?

A6 [As per A1](#)

1. Do you have a disaster recovery strategy/business continuity plan?	Yes/No	Supplier
	Yes	Locally Held

2: 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 2022/2023 [£]	Contract end date	Average length of contract [Years]	Additional notes
Smartphones							Information exempt under Section 21 of the Freedom of Information Act 2000. 'Information reasonably accessible to the applicant by other means'. This information is available on our website. It can be found in our 2024/25 Disclosure Log, please see FOI Request Ref: 236: https://www.lhch.nhs.uk/resources/disclosurelogs Enter the year into the Year field and reference number into the Search field then click Search. Select Download to open.
Laptops	3 years	397	Apple/Android	71,000			2 Years Trust wide rolling contract
PCs	3 years	563	CDW - Dell	200,000			
Tablets	3 years	1,089	CDW - Dell	200,000			
Other (please specify): All In One	3 years	70	Microsoft/Apple/Android	5000			Information not held - no contract in place

3: Does your trust have a hosting supplier?	Main Supplier	Total annual spend 2022/23 [£]	Contract end date	Additional notes
DEFINITION: Web hosting is an online service that makes your website's content accessible on the internet. When you purchase a hosting plan, you are renting space on a physical server to store all the website's files and data.	Information not held - we do not have a breakdown of web hosting. The contract includes Design, Development, Support and Hosting of Trust Website & Intranet		29/02/2028	Not applicable
	Cube Creative			

4: Does your trust use a data warehouse?	Main Supplier	Total annual spend 2022/23 [£]	Contract end date	Additional notes
DEFINITION: A data warehouse is a central repository of information that can be analyzed to make more informed decisions. Data flows into a data warehouse from transactional systems, relational databases, and other sources, typically on a regular cadence.	Information not held - No supplier as this developed in-house. The data warehouse developed in-house. It is an on-premise data warehouse, the licenses were purchased up-front and there are no on-going license or other costs and no contract end date			

5: Does your trust have a service desk?	Main Supplier	Total annual spend 2022/23 [£]	Contract end date	Additional notes
DEFINITION: The single point of contact between the service provider and the users. A typical service desk manages incidents and service requests, and also handles communication with the users	Merseyside	£222,420.00	01/04/2025	Rolling 12 months

6: Does your trust use a help desk?	Internal/external	Main Supplier	Total annual spend 2022/23 [£]	Contract end date	Additional notes
DEFINITION: a service provided by a company to help customers when they have problems with products they have bought	External	Merseyside	As per Q5, this is part of the above contract		Not applicable