



Ref: FOIA Reference 2019/20-397

Royal Stoke University Hospital
Quality, Safety and Compliance Department
Newcastle Road
Stoke-on-Trent
Staffordshire
ST4 6QG

Date: 21st October 2019

Email foi@uhn.nhs.uk

Dear

I am writing in response to your email dated 7th October 2019 requesting information under the Freedom of Information Act (2000) regarding ICT Services.

As of 1st November 2014 University Hospitals of North Midlands NHS Trust (UHNM) manages two hospital sites – Royal Stoke University Hospital, and County Hospital (Stafford). Therefore the response below is for the two sites combined from that date where appropriate.

Q1 I am writing to make an open government request for all the information to which I am entitled under the Freedom of Information Act 2000.

These questions relate specifically to Information and Communication Technology (ICT) services which includes services relating to the support of:

- **Computer hardware and operating software**
- **Servers,**
- **PC's, laptops printers and mobile devices,**
- **Networks,**
- **Telephony**
- **Application support**

Who provides your IT services (please also state if these services are in-sourced to an internal ICT team or outsourced to an external supplier)

A1 In house with the exception of the network

Q2 How many staff deliver the ICT services listed above?

A2 Fifty nine (59) members of staff deliver the ICT services listed above

Q3 If your services are outsourced to an external supplier, when does the contract expire?

A3 Please see below:

- County Network PTSG expires 31 March 2021
- Stoke Network PFI contract expires Aug 2044

Q4 Do you have any services hosted in the cloud?

A4 Yes

Q5 How many applications are supported by the IT service provider?

A5 UHNM has 218 items on the live asset database

Q6 Which operating system do your PC's and laptops use (i.e. Windows 10 etc.)?

A6 Please see below:

- Windows 7 32 bit
- Windows 7 64 bit
- Windows 10 64 bit

*Please note that any individuals identified do not give consent for their personal data to be processed for the purposes of direct marketing.

UHNM NHS Trust is a public sector body and governed by EU law. FOI requestors should note that any new Trust requirements over the EU threshold will be subject to these regulations and will be advertised for open competition accordingly.

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An anonymised copy of this request can be found on the Trust's disclosure log, please note that all requests can be found at the following link: <http://www.uhnm.nhs.uk/aboutus/Statutory-Policies-and-Procedures/Pages/Freedom-of-Information-Disclosure-Log.aspx>

This letter confirms the completion of this request. A log of this request and a copy of this letter will be held by the Trust.

If you have any queries related to the response provided please in the first instance contact my office.

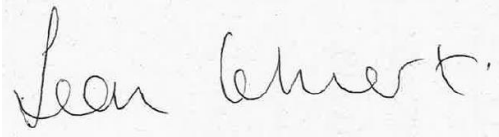
Should you have a complaint about the response or the handling of your request, please also contact my office to request a review of this. If having exhausted the Trust's FOIA complaints process you are still not satisfied, you are entitled to approach the Information Commissioner's Office (ICO) and request an assessment of the manner in which the Trust has managed your request.

The Information Commissioner may be contacted at:

Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF or via www.ico.org.uk.

If following review of the responses I can be of any further assistance please contact my secretary on 01782 676474.

Yours,

A handwritten signature in black ink on a light-colored background. The signature reads "Jean Lehnert" in a cursive, slightly slanted script.

Jean Lehnert
Information Governance Manager