

Freedom of Information Request

Reference Number: [EPUT.FOI.24.3780](#)

Date Received: 22/10/2024

Information Requested:

Can you please provide an update regarding the Trust's Infrastructure, including aspects of hosting, help desks, and data warehousing? The six questions are:

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

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 2023/2024 [£]	Contract end date	Average length of contract [Years]	Additional notes
Smartphones	Exempt under section 31	Exempt under section 31	EE	Exempt under section 43	n/a	N/A	
Laptops	Exempt under section 31	Exempt under section 31	Dell		n/a	n/a	
PCs	Exempt under section 31	Exempt under section 31	Dell		n/a	n/a	
Tablets	Exempt under section 31	Exempt under section 31	EE		n/a	n/a	
Other (please specify):	Exempt under section 31	Exempt under section 31					

3: Does your trust have a hosting supplier?	Main Supplier	Total annual spend 2023/24 [£]	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.	apply cyber exemptions	Exempt under section 43	Yearly Subscription	
4: Does your trust use a data warehouse?	Main Supplier	Total annual spend 2023/24 [£]	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.	apply Cyber exemption	Exempt under section 43	Subscription	

5: Does your trust have a service desk?	Main Supplier	Total annual spend 2023/24[£]	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	Internal Service Desks for IT and for Estates	N/A	No contract	Fully in-house IT Service Desk and Estates Help Desk

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	Internal	N/A	No contract	No contract, internally provided	

Section 43(2): Commercial Interests.

It is considered that the release of such information would place the Trust at a commercial disadvantage by restricting its negotiating powers for future contracts.

Section 31(1): Law Enforcement, as releasing this information could potentially compromise the IT security of the hospital.

Publication Scheme:

As part of the Freedom of Information Act all public organisations are required to proactively publish certain classes of information on a Publication Scheme. A publication scheme is a guide to the information that is held by the organisation. EPUT's Publication Scheme is located on its Website at the following link <https://eput.nhs.uk>