Title
Trust IT Infrastructure

Reference Number: RDF1499-23
Date of Response: 01/06/2023

Further to your Freedom of Information Act request, please find the Trust's response(s) below:

Please be aware that the Royal Devon University Healthcare NHS Foundation Trust (Royal Devon) has existed since 1st April 2022 following the integration of the Northern Devon Healthcare NHS Trust (known as Northern Services) and the Royal Devon and Exeter NHS Foundation Trust (known as Eastern Services).

I am writing to make an open government request for all the information to which I am entitled under the FOI Act 2000.

Can you please provide an update on your Trust's Infrastructure? The six questions are in the attached spreadsheet, which I would be grateful if you could fill in.

Please find attached Trust Response.

Please note – question 6 – Annual spend 2022-23: The trust applies a refusal notice for this question under Section 17 of the Freedom of Information Act. As such the Trust applies the following exemption:

Section 12 (1) – Time/Cost (over 18hrs work)

The Trust has considered your request however, we are not able to respond to this question as it would involve a search by device it would be a time/cost manual search of individual record. To provide you with the information requested would require the manual extraction and manipulation of information from various sources.

To carry out this work would exceed the appropriate cost limit as set out in Section 12 (1) of the Freedom of Information Act 2000 and is therefore exempt.

Under the Freedom of Information Act 2000 Section 12 (1) and defined in the Freedom of Information and Data Protection (Appropriate Limit and Fees) Regulations 2004, a public authority is not obliged to comply with a request for information if it estimates that the cost of complying would exceed the appropriate limit. The limit of £450 represents the estimated cost of one person spending two and a half days in determining whether the Trust holds the information, locating, retrieving, and extracting that information.

FOI RDF1499-23 - Eastern Service response

Question 1: For each of the specified years please provide your trust's total IT spend on infrastructure	2021/2022 [£]	2022/2023 [£]	Additional notes
DEFINITION: This is the total IT spend for your trust and will include Hardware (eg laptops/Desktops) and Infrastructure (eg Cloud), as well as spend on external organisations providing services to your trust.	£6,449,656	£6,926,549	

Question 2: What percentage of your servers are virtualised?	% Virtualised	Main supplier	Additional notes
Virtualised Servers			
DEFINITION: A virtual server re-creates the functionality of a dedicated physical server. It exists transparently to users as a partitioned space inside a physical server.	99	Vmware	

Question 3: 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 2022/2023 [£]	Additional notes
Servers	160	160	3 years	Dell	Unknown	

Question 4: For each element detailed below, how does your organisation manage its data storage?	On Premises	Off Premises	Main supplier	Annual spend FY 2022/2023 [£]	Contract end date	Additional notes
In-house data centre	Y		Pure/Dell	Unknown	August 23/June 24	
DEFINITION: Physical or virtual servers that are connected internally and externally through networking and communication equipment to store, transfer and access digital information						
Shared service	Y		Pure/Dell	Unknown	August 23/June 24	
DEFINITION: The consolidation of business operations that are used by multiple parts of the same organization.						
Data Storage Management	Y		Pure/Dell	Unknown	August 23/June 24	
DEFINITION: The management of various data storage methods used in the Trust						
Other (please specify)						

Question 5: 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)	y	y	95	
Enterprise wide (whole campus)	y	y	95%	
Main building only				
Sections of building(s) only				
Mobile phone signal enabled through WiFi				
No wireless networks are used in the trust				

Question 6: 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	3	Unknown	Apple/Samsung	*Section 12	N/A	N/A	
Laptops	5	4000	Dell	*Section 12	N/A	N/A	
PCs	5	4000	Dell	*Section 12	N/A	N/A	
Tablets	3						
Other (please specify):							

Question 1: For each of the specified years please provide your trust's total IT spend on infrastructure	2021/2022 [£]	2022/2023 [£]	Additional notes
DEFINITION: This is the total IT spend for your trust and will include Hardware (eg laptops/Desktops) and Infrastructure (eg Cloud), as well as spend on external organisations providing services to your trust.	£4,133,355	£3,502,014	

Question 2: What percentage of your servers are virtualised?	% Virtualised	Main supplier	Additional notes
Virtualised Servers			
DEFINITION: A virtual server re-creates the functionality of a dedicated physical server. It exists transparently to users as a partitioned space inside a physical server.	95	Dell	

Question 3: 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 2022/2023 [£]	Additional notes
Servers	40	owned	3	Dell		

Question 4: For each element detailed below, how does your organisation manage its data storage?	On Premises	Off Premises	Main supplier	Annual spend FY 2022/2023 [£]	Contract end date	Additional notes
In-house data centre	yes		Dell		Sep-24	
DEFINITION: Physical or virtual servers that are connected internally and externally through networking and communication equipment to store, transfer and access digital information						
Shared service	yes		Dell		Sep-24	
DEFINITION: The consolidation of business operations that are used by multiple parts of the same organization.						
Data Storage Management	yes		Dell		Sep-24	
DEFINITION: The management of various data storage methods used in the Trust						
Other (please specify)						

Question 5: 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)				
Enterprise wide (whole campus)	100	100	100%	
Main building only				
Sections of building(s) only				
Mobile phone signal enabled through WiFi				
No wireless networks are used in the trust				

Question 6: 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	3-5 years	1750	Various Suppliers	*Section 12	N/A	N/A	
Laptops	3-5 years	2600	Various Suppliers	*Section 12	N/A	N/A	
PCs	3-5 years	2800	Various Suppliers	*Section 12	N/A	N/A	
Tablets	3-5 years	501	Various Suppliers	*Section 12	N/A	N/A	
Other (please specify):				*Section 12			