

20 February 2020

Andrew Roberts

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Dear Mr Roberts

Freedom of Information Request 413

Thank you for your request for information which we received on 07 February 2020.

Our answer to your questions is as follows:

Please provide the following information:

- was there any disruption to the Teams service on the 3rd February 2020. **Yes.**

- if there was any disruption to the Teams service, please provide the Incident Log and Root Cause Analysis

The root cause was the Microsoft Teams Certificates had expired on the Microsoft O365 platform and this was an external issue that Berkshire Healthcare NHS Foundation Trust had no control over. The issue was resolved within the hour.

We hope this response fulfils your request.

Should you not be satisfied with our response, you have a right to complain and request a review. You should forward your complaint to foi.bht@berkshire.nhs.uk.

In the meantime if you have any queries then please contact us at the above address.

Yours sincerely



Julie Hill
Company Secretary



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