

## Mental Health Partnership NHS Trust

P Brown

Jenner House Langley Park Estate Chippenham Wiltshire SN15 1GG

Tel: 01249 468055 Fax: 01249 468073 xxx@xxx.xxx.xx

11 August 2010

Our Ref: FOI/0406

Dear P Brown

Thank you for your recent Freedom of Information request, please see the Trust's response detailed below:

You requested:

Attach IM&T Business Plan – Please find the IM&T Workplan attached.

Attach IM&T Strategy – Please find the IM&T Strategy attached.

Is outsourcing being considered for IT? Describe: This information does not exist.

Is any element of IT currently being outsourced or is outsourced? Please define - This information does not exist.

Is the IT Support function recognised with appropriate accreditation conforming to best practices? Please specify – This information does not exist.

## Staffing/Structure

Attach IM&T Organisation Chart – this currently under review and intended for future publication therefore is exempt under section 22 of the Freedom of Information Act.

Financials (please complete values) 2009/10 Total IM&T Budget 2010/11 Total IM&T Budget Service Desk Costs 2009-10 Service Desk Costs 2010-11 (Apr-Jun) Desktop Support Costs 2009-10 Desktop Support Costs 2010-11 (Apr-Jun) Infrastructure Support Costs 09-10 Infrastructure Support Costs 10-11 (Apr-Jun)

IT Support Staff Training Costs 2009-10

IT Support Staff Training Costs 2010-11 (Apr-Jun)

Continued...

ChairTrust HeadquartersFelicity LongshawJenner House, Langley Park, Chippenham SN15 1GG

Chief Executive Laura McMurtrie IT additional costs not covered in the above 2009-10 IT additional costs not covered in the above 2010-11 (Apr-Jun)

Please see the attached the IT Budget Statements.

Infrastructure - Desktop Number of supported desktops 2009-10 Number of supported desktops 2010-11 Number of supported printers 2009-10 Number of supported printers 2010-11

I can confirm that the Trust holds information that falls within the description specified in your request; however the relevant department has advised that it is not possible to confirm the precise costs without significant qualitative review of the information and the department has estimated this will exceed 2.5 days, which would cost more than the appropriate limit to consider your request. The appropriate limit is specified in regulations and for public authorities is set at £450. This represents the estimated cost of 1 person spending 2.5 working days in locating, retrieving and extracting the information. Consequently, the Trust is not obliged by the Freedom of Information Act 2000 to respond to your request. The Trust is happy to do so if you pay the fee as set out in this notice. The estimated cost of processing your request is £450.00. This charge has been calculated in accordance with section 13 of the Freedom of Information Act 2000 and the Freedom of Information Fees Regulations.

Desktop Strategy – Please see the IM&T Strategy attached.

Infrastructure - Server
Number of physical servers excluding Hypervisor hosts
Number of Physical Hypervisor hosts
Number of virtualised (Guest) servers in Production
Number of running\actively used virtualised (Guest) servers in Test/Development

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Are any of your resources hosted offsite to a 3rd party? Please specify: This information does not exist.

Server plans for 2010/11 – Please see the IM&T Strategy and IT Workplan attached.

Infrastructure - Storage Number of SAN storage devices Total SAN Capacity \ Used (Gb) Is your SAN Replicated Number of NAS storage devices Total NAS Capacity \ Used (Gb) I can confirm that the Trust holds information that falls within the description specified in your request; however the relevant department has advised that it is not possible to confirm the precise costs without significant qualitative review of the information and the department has estimated this will exceed 2.5 days, which would cost more than the appropriate limit to consider your request. The appropriate limit is specified in regulations and for public authorities is set at £450. This represents the estimated cost of 1 person spending 2.5 working days in locating, retrieving and extracting the information. Consequently, the Trust is not obliged by the Freedom of Information Act 2000 to respond to your request. The Trust is happy to do so if you pay the fee as set out in this notice. The estimated cost of processing your request is £450.00. This charge has been calculated in accordance with section 13 of the Freedom of Information Act 2000 and the Freedom of Information Fees Regulations.

Storage plans for 2010/11 – Please see the attached IM&T Strategy and IT Workplan

Infrastructure - Network

Which network vendor are you using for your wired Infrastructure – N3.

Which network vendor are you using for your wireless Infrastructure - This information does not exist.

Total number of Core Switches

Total number of Edge Switches\Hubs

Is your backbone Network Resilient (e.g. using Spanning Tree) - Please specify

Age of the Core switches

Age of the Edge switches

Total number of wireless Controllers

Total number of wireless Access Points

Is your wireless environment resilient - please specify:

Age of the Core wireless controllers

Age of the wireless Aps

I can confirm that the Trust holds information that falls within the description specified in your request; however the relevant department has advised that it is not possible to confirm the precise costs without significant qualitative review of the information and the department has estimated this will exceed 2.5 days, which would cost more than the appropriate limit to consider your request. The appropriate limit is specified in regulations and for public authorities is set at £450. This represents the estimated cost of 1 person spending 2.5 working days in locating, retrieving and extracting the information. Consequently, the Trust is not obliged by the Freedom of Information Act 2000 to respond to your request. The Trust is happy to do so if you pay the fee as set out in this notice. The estimated cost of processing your request is £450.00. This charge has been calculated in accordance with section 13 of the Freedom of Information Act 2000 and the Freedom of Information Fees Regulations.

Network plans for 2010/11 – Please see the attached IM&T Strategy and IT Workplan

Infrastructure - Backup / Security
Backup Software Used through out your organisation

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Are backups performed by a third party e.g. Offsite managed Solution – this information does not exist.

Which Backup Methods are implemented across your estate - Please see the attached Backup Strategy.

Attach a copy of your backup strategy – Please find this attached.

Software Support Number of supported Core IT Systems Number of supported other IT Systems

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Do you have a clearly defined service catalogue? Please provide evidence – This information does not exist.

Are critical system availability reports produced? Please provide summary report from Apr 09-Mar 10 – Please see the Critical System Availability Report attached.

User Support
Total users supported
Number of sites supported
Number of IT Service Requests Apr 09-10

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Does the local IT Service Desk act as a central service for other back office functions e.g. Facilities, HR? – No.

National IM&T

What NPfIT systems do you use - RiO and ESR.

The Trust will be unable to continue processing your request until the fee is paid. If you wish the Trust to continue to process your request you should pay the fee requested within 3 calendar months. Payment should be made to Avon and Wiltshire Mental Health Partnership NHS Trust, care of me at

the above address. If I do not receive payment of the fee by this date, I shall take it that you do not wish to pursue this request and will consider the request closed.

I trust this serves your enquiry, but if you have any further questions you may find the Trust's website <a href="http://www.awp.nhs.uk/">http://www.awp.nhs.uk/</a> helpful, or alternatively, please do not hesitate to contact me directly, quoting the reference number above which will help me to respond quickly.

If you wish to re-use the information you have requested, in whole or in part, please write to me stating the purpose(s) you wish to re-use the information for. We will respond within 20 working days of receiving your request with any conditions or charges that relate to the re-use of the information. These will be determined in line with the 'Re-use of Public Sector Information Regulations 2005 (SI 2005 No. 1515).

We are obliged to point out that if you feel unhappy with the way your request has been dealt with and wish for a review via the Trust's Freedom of Information complaints procedure, you should write to the Chief Executive of the Trust at the above address.

If you are not content with the outcome of that review, you may apply directly to the Information Commissioner for a decision. Generally the Information Commissioner cannot make a decision unless you have exhausted the Trust's Freedom of Information complaints procedure. The information Commissioner can be contacted at:

The Information Commissioner's Office Wycliffe House Water Lane Wilmslow Cheshire SK9 5AF

Telephone: 08456 30 60 60 or 01625 54 57 45

www.ico.gov.uk

Yours sincerely

Julie Benfell PG Cert HIG, Dip HE Adult Nursing Information Governance Manager Data Protection Officer & Freedom of Information Lead