

**DATE:** 27<sup>th</sup> March 2017

Ref: FOI 862

By email to:  
Felicity Myres

Thames House  
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Teddington  
TW11 8HU  
  
Tel: 020 8973 3000

[foi@hrch.nhs.uk](mailto:foi@hrch.nhs.uk)

Dear Ms Myres,

Freedom of Information request

Thank you for your information request dated 5<sup>th</sup> March 2017.  
Please find below the information you requested.

You asked for the following, annotated with our response and provided below  
in blue font;

Please could you provide the following information:

General

\* Number of Sites - [18](#)

\* Number of Employees - [1064](#)

\* Number of IT Staff - [13](#)

\* Annual IT Budget - [£916,024 16/17](#)

Key dates:

Server Refresh

[Annual review / refresh over 5 years](#)

Server Support

[N/A – managed in-house](#)

Virtualisation Refresh

[Annual review / refresh over 5 years](#)

Virtualisation Support

[N/A – managed in-house](#)

Storage Refresh

[Annual review / refresh over 5 years](#)

Storage Support

N/A – managed in-house

Desktop Refresh

Annual review / refresh over 5 years

Desktop Support

N/A – managed in-house

Backup Refresh

Annual update / update

Backup Support

N/A – managed in-house

VDI Refresh

N/A

VDI Support

N/A

Network Refresh

Annual review / refresh over 5 years

Network Support

N/A – managed in-house

DR Contract Renewal date

N/A – managed in-house

Name of Supplier:

N/A

Desktops:

Number of Desktops - 663

Do you use VDI? - No

If so what platform do you use?

Windows operating systems

Servers

Number of Windows Servers - 98

What operating system do you use? - This information is withheld under S40 (2).

Percentage Virtualised - 40%

Virtualisation platform - Microsoft HyperV

Server Vendor - Dell

Value of contract - N/A – managed in-house

Applications:

Which healthcare specific apps do you use?

Database vendors - This information is withheld under S40 (2).

Email provider - NHSMail

PACS Provider - Agfa – via WMUH

VNA Provider - N/A

SSO Provider - This information is withheld under S40 (2).

EPR Provider - [TTP SystemOne](#)

Database Archival - [This information is withheld under S40 \(2\).](#)

Email Archival - [This information is withheld under S40 \(2\).](#)

File Archival - [This information is withheld under S40 \(2\).](#)

Volume of Data in TB - [10TB](#)

Storage Vendor - [This information is withheld under S40 \(2\).](#)

Storage Virtualisation - [N/A](#)

Tape Vendor - [Various – not brand specific](#)

Backup Software - [This information is withheld under S40 \(2\).](#)

Disk Backup

What do you Backup to (vendor hardware)? - [This information is withheld under S40 \(2\).](#)

Value of backup support contract - [£2619](#)

What networking equipment do you use in the Datacentre?

Network speed - [Between 100MB and 10GB](#)

Storage Network - [N/A](#)

Value of contract - [N/A](#)

Do you use WAN optimisation? - [No](#)

If so what product do you use? [N/A](#)

Have you virtualised your networks? - [This information is withheld under S40 \(2\).](#)

Network virtualisation vendor - [N/A](#)

What legacy infrastructure falls outside these support contracts:

Which services do you outsource?

[No IT services are outsourced](#)

When does your outsource contract refresh? - [N/A](#)

Who are your providers? - [N/A](#)

Do you use any Cloud services? - [Yes](#)

If yes, which ones? - [National NHS systems and externally hosted systems](#)

What automation tools do you use - [This information is withheld under S40 \(2\).](#)

Do you do a Cloud File Storage Provider? Who? - [No](#)

How far are you in your cloud strategy?

- a) Not considering Cloud for the foreseeable future
- b) Interested in Cloud, but have not started looking into it
- c) Research Stage
- d) Meeting with Suppliers
- e) Consultancy
- f) Started to integrate
- g) Fully integrated

[c\) Research Stage](#)

In addition, please could you provide a copy of your IT Strategy for 2016 and an Organisation chart depicting the IT department with contact names?



IMT Strategy Version  
- FOI 862.pdf



HRCH IT Department  
Structure Jan 16 - FC

Some of the information you have requested have been withheld under section 40(2) of the FOIA.

We are an NHS organisation providing healthcare to the residents of Hounslow, Richmond and the surrounding areas. We are the data owners for the medical records of those patients. These records are protected by a robust security system. By providing the information you have requested we believe that we will be jeopardising their security as well as the security of our staff.

We therefore consider the information to be exempt as disclosure may adversely affect the privacy of individuals (Section 40(2) of the Freedom of Information Act 2000).

Section 40(2) of the Freedom of Information Act is an absolute exemption and therefore does not require a public interest test.

Please note that this response will be published on our website under our Freedom of Information section. Personal names and addresses will be redacted.

The information provided is the property of Hounslow and Richmond Community Healthcare NHS Trust. If for any reason you wish to re-use the information provided for commercial purposes you must request our permission to do so. Should we agree that you can use the information it will be subject to the issue of a licence which may involve a charge.

If you are not satisfied with the way your that request was handled, you can contact me at the address above. If we cannot resolve your issue, you can contact the Information Commissioner directly. The Information Commissioner can be contacted at: The Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF, Tel: 0303 123 1113 or 01625 545745.

Yours sincerely

A handwritten signature in black ink, consisting of a large, stylized 'D' followed by a horizontal line and a small flourish.

David Hawkins  
**Director of Finance & Corporate Services**