

Carol Smith  
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Date 19/07/2019  
Our Ref: RD/am FOI Ref 6775  
Direct Line 01463 717123  
Email [High-UHB.FOIRRequestsHighland@nhs.net](mailto:High-UHB.FOIRRequestsHighland@nhs.net)

Dear Ms Smith

**Freedom of Information Act Request Ref 6775  
IT Systems**

With reference to your request for information dated July 16<sup>th</sup> 2019 regarding the above, please find below your questions and our responses:-

Please could you provide the following information for 2019:

**1. Number of Sites**

26 Hospitals, 65 GP sites

**2. Number of Employees**

9000

**3. Number of IT Staff**

104

**4. Annual IT Budget for current financial year**

£2m

**5. Number of Datacentres and locations, owned or third party**

Raigmore Hospital  
Scottish Natural Heritage

**6. What storage vendor(s) and model do you currently use?**

Emc 5300

**a) When was the installation date of above storage vendor(s)?**

Various stages

**b) When is your planned (or estimated) storage refresh date? (Month/year)**

July 2020

**c) What is your estimated budget for the refresh?**

N/A

**d) What date does your storage support contract end? (Month/year)**

July 2020

**e) What is the capacity of the storage data in TB?**

500Tb

**f) Is your storage hosted by a third party or onsite?**

On site

**7. What backup software and hardware do you use?**

Commvault  
HP

**a) How much data do you backup in TB?**

255Tb

**b) When is your planned (or estimated) backup software refresh date? (Month/year)**

January 2020

**c) What is the estimated budget for your backup software refresh?**

N/A

**d) When does your backup support contract end? (Month/year)**

March 2020

**e) What is the value of your backup support contract?**

N/A

**f) Is your backup hosted by a third party or retained onsite?**

On site

**8. What compute vendor(s) and model do you currently use?**

HP and Dell, various models

**a) Number of servers?**

250

**b) What operating system(s) do you use?**

Server 2008, 2012 and 2016

**c) What percentage is virtualised?**

30%

**d) Virtualisation platform?**

Vmware

**e) When is your planned (or estimated) compute refresh date? (Month/year)**

Annual review

**f) When does your compute support contract end? (Month/year)**

2026 (7 year contract)

**g) What is the value of the compute support contract?**

N/A

**h) Is this hosted by a third party or onsite?**

On site

**9. If you outsource your IT works, please provide who it is with and when the contract started and ends.**

N/A

**10. Do you use cloud services, eg**

Azure

**11. How much do you spend per year on the above service?**

£13,000

**12. In addition, please provide a copy of your current IT Strategy and an organisation chart depicting the IT department with contact names and telephone numbers.**

**Ehealth STRATEGY**

The NHS Highland eHealth Strategy was presented to the eHealth Strategy Group on 10 July 2018 and slightly revised to reflect discussion and comments received as follows.

**ELECTRONIC PATIENT/PERSON RECORD**

Access to an electronic patient/person record that replaces the existing paper records integrated across NHS Highland (primary, secondary, community and social care) with access available as required regionally and thereafter nationally. This would also be

available to the patient/person or appointed representative with appropriate access controls.

**Equity Of Access To Systems And Services**

Integrate the different environments in use across NHS Highland and regionally to ensure that all users have access to similar services and systems, ensuring that NHS Highland is consistent with the emerging national and regional digital maturity models.

**Digital Infrastructure**

Delivery of a digital infrastructure that is appropriate to the needs of the service (primary, secondary, community and social care).

**Cyber And Data Security**

Compliance with the cyber security, information governance and data security standards that are being mandated by the Scottish Government.

I hope this information is helpful. If you are unhappy with my response, I am very happy to discuss this with you further. Alternatively you have the right to ask for an internal review by making a formal request in writing to the Freedom of Information Officer, NHS Highland, Assynt House, Beechwood Park, Inverness, IV2 3BW or via email at [High-UHB.FOIRRequestsHighland@nhs.net](mailto:High-UHB.FOIRRequestsHighland@nhs.net). Your request should explain why you wish a review to be carried out and should be made within forty working days of receiving this letter.

If you remain dissatisfied following the investigation of your review, then you have the right to appeal to the Scottish Information Commissioner within 6 months of the date of receiving the review response. Contact details are as follows:

Scottish Information Commissioner  
Kinburn Castle  
Doubledykes Road  
St Andrews  
KY16 9DS

Telephone: 01334 464610  
Fax: 01334 464611  
e-mail: [www.itspublicknowledge.info/Appeal](http://www.itspublicknowledge.info/Appeal)

Yours sincerely

**Anna McInally**  
**Freedom of Information Administrator**

**On behalf of**

**Ruth Daly**  
**Board Secretary**