

12 November 2019

Information Rights & Compliance Team
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Our Ref: FOI/03460

Thank you for your request concerning our ICT services.

Your request has been considered and processed in accordance with the requirements of the Freedom of Information (FOI) Act 2000.

These questions relate specifically to Information and Communication Technology (ICT) services which includes services relating to the support of

- **Computer hardware and operating software**
- **Servers**
- **PC's, laptops printers and mobile devices**
- **Networks**
- **Telephony**
- **Application support**

1. Who provides your IT services (please also state if these services are in-sourced to an internal ICT team or outsourced to an external supplier)

All our IT services are outsourced to Hertfordshire, Bedfordshire and Luton ICT (HBLICT) (hosted by East and North Hertfordshire Clinical Commissioning Group).

2. How many staff deliver the ICT services listed above?

We do not hold this information¹.

3. If your services are outsourced to an external supplier, when does the contract expire?

We use an internal NHS shared service.

4. Do you have any services hosted in the cloud?

Yes

5. How many applications are supported by the IT service provider?

Multiple

6. Which operating system do your PC's and laptops use (ie Windows 10 etc)?

Windows 10 and Windows 7

¹ Section 1(1) Any person making a request for information to a public authority is entitled (a) to be informed in writing by the public authority whether it holds information of the description specified in the request, and (b) if that is the case, to have that information communicated to him.

Should you require further clarification, please do not hesitate to contact me.

Please find enclosed an information sheet regarding copyright protection and the Trust's complaints procedure in the event that you are not satisfied with the response.

Yours sincerely

Sue Smith

Sue Smith
Information Rights Officer

Enc: Copyright Protection and Complaints Procedure Information Leaflet.

If you would like to complete a short survey in relation to your Freedom of Information request please scan the QR code below or click [here](#).

