

21 October 2020

Information Rights & Compliance Team  
99 Waverley Road  
St Albans  
Hertfordshire  
AL3 5TL

Tel: 01727 804954  
Email: [Hpkt.foi@nhs.net](mailto:Hpkt.foi@nhs.net)

Our Ref: FOI/03680

Thank you for your request concerning IT Team Staffing Numbers.

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

**1. How many staff do you currently employ within the trust?**

This information is already in the public domain. Please follow this [link](#) to our Annual Report where you can find this information under 2.3.2 Staff Numbers Analysis<sup>1</sup>.

**2. How many staff do you currently employ within the IT team?**

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

**3. Do you have plans to recruit additional staff into the IT team, either Temporary or permanent, over the next 12 months?**

**4. How many networked Endpoints do you currently manage within your IT estate?**

**5. Are you Cyber Essentials/CE+ accredited?**

**6. How many IT support/request tickets are processed per month?**

With regards to questions 3 to 6 you may wish to contact HBLICT directly at the address below:

Hertfordshire, Bedfordshire and Luton ICT  
Charter House  
Parkway  
Welwyn Garden City  
Hertfordshire  
AL8 6JL

**7. What is the name, job title, and department contact email address of for:**

- **CIO / IT Director**
- **Head of IT**

Dr Hakan Akozek our Chief Information Officer is the primary contact and can be contacted on [hakan.akoze@nhs.net](mailto:hakan.akoze@nhs.net)

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<sup>1</sup> Section 21 – Information is accessible through other means

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](#).

