

27 May 2021

Information Rights & Compliance Team  
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Hertfordshire  
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Our Ref: FOI/03653

Thank you for your request concerning IT Purchasing.

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

**1. What reseller do you buy your Software through?**

Bytes

**2. Are there any favored frameworks you tend to use?**

Infrastructure IT services are provided by Hertfordshire, Bedfordshire and Luton ICT (HBLICT) (hosted by East and North Hertfordshire Clinical Commissioning Group HBL ICT provides a comprehensive IT service including infrastructure, network, datacentre hosting, service-desk to HPFT, 4 CCGs (including ENHCCG) and 1 further NHS Provider.

HPFT have used Network Services Framework RM1045 and HealthTrust Europe ComIT 2 in the past.

**3. Who is the decision maker for IT Purchasing?**

Our Chief Information Officer is responsible.

**4. Who is your mobile phone provider?**

EE

**5. How many mobile devices, (laptops, mobiles, tablets do you have?**

Approximately 5,175 devices.

**6. What Mobile Device Management Solution are you using and when is the renewal date?**

**7. What Mobile Threat Detection do you have in place for mobile devices and when is the renewal date?**

The information you are requesting in the questions 6, 7,13 and 14 are relating to our cybersecurity and if answered could be used to compromise the security of the organisation. It would make the organisation vulnerable to a crime such as hacking and this could lead to a theft of information or a denial of service to IT systems therefore we have applied S31(1)(a) – Law



Enforcement (1) Information is exempt if its disclosure under this Act would or would be likely to prejudice (a) the prevention or detection of crime.

S31 is subject to a test of prejudice. Please see below for our considered reasons for and against disclosure:

#### **Reason in favour of disclosure**

We acknowledge the public interest in openness and transparency and recognise that releasing this information would provide the public with assurance that we are protecting their information and our technologies.

#### **Reason against disclosure**

Disclosure of the information requested could make the Trust more vulnerable to future cyber-crime as it outlines the Trust's security position which could be used as a starting point to attack network infrastructure and/or information systems.

We have reached the view that on balance, the public interest is better serviced by withholding this information under the section 31(1) exemption.

**8. What Virtual Desktop Software do you have in place for remote workers and when is the renewal date?**

None.

**9. Do you currently use a document security or digital rights management tool and when is the renewal date?**

No.

**10. What are you using for instant messaging?**

MS Teams.

**11. Who do you currently use for your Annual IT health checks and when is your next one due?**

WMAS for annual security checks.

**12. What email exchange server are you running? Cloud or on premise?**

NHS Mail.

**13. What antivirus software/tool do you use and when is the renewal date?**

**14. What endpoint detection & response solution do you currently use?**

We have applied S31 to questions 13 and 14. Please see the explanation given under question 6.

**15. Do you have an incident response team within your IT department?**

No

**16. Who Currently provides services described below?**

- i. Assurance Services**
  - **Pen Testing**
  - **Breach Simulation**
  - **Adversarial Attack**
  
- ii. Breach Management**
  - **Compromise Assessments**
  - **Incident Response**
  - **Digital Forensics**

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. You may wish to contact them directly at the below address.

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

- iii. Strategic Services**
  - **Maturity Reviews**
  - **Policy/procedure Reviews**
- iv. Framework Reviews**

Gartner and our internal auditors provide the above services.

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](#).

