

18 May 2022

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

Tel: 01727 804954
Email: Hpft.foi@nhs.net

Our Ref: FOI/04106

Thank you for your request concerning IT and Telephony.

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

I would like to submit a FOI request for IT and Telephony services used by your Trust. Please find attached a spreadsheet with my questions

Please see attached completed spreadsheet.

Questions

Which Anti-Virus software do the Trust use?

What password software do the Trust use?

What remote support software do the Trust use?

Answer

The information you are requesting in the above questions are relating to software we use 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 crime¹.

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 use of certain software would make the Trust vulnerable to 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.

¹ Section 31 - 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

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

Contact Details

All our management contact details can be obtained through [Binley's Database of NHS Management](#)².

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](#).



² Section 21 – Information is available through other means