

9 February 2023

Information Rights & Compliance Team
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Tel: 01727 804954
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Our Ref: FOI/04589

Thank you for your request concerning our telephony, Microsoft 365 & storage systems.

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

1. **Telephony and UC/ Collaboration**
 - a. **Please confirm the manufacturer of your telephony system(s) that are currently in place**
 - b. **When is your contract renewal date?**
 - c. **Who maintains your telephony system(s)?**
 - d. **Do you use Unified Communications or Collaboration tools , if so which ones?**

A lot of our telephony information is already in the public domain¹. Please follow this [link](#) to a previously published response (FOI 4322).

2. **Microsoft**
 - a) **What Microsoft 365 licence do you have across the business e.g. E3, E5**
 - b) **Which partner looks after your Microsoft tenant?**
 - c) **Where do you host your applications? Do you have on-premise infrastructure or do you host your applications in public or private cloud? Which?**

The information you are requesting in question 2 relates to our operating systems capabilities 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 capability of our devices would make the Trust vulnerable to cybercrime 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) exemption².

3. Storage

- a. Does your organisation use on-premise or cloud storage or both?
- b. Please confirm the on-premise hardware manufacturer
- c. Please confirm your cloud storage provider
- d. What is your annual spend on cloud storage?
- e. How do you back up your data and with who e.g. Backup as a Service

The information you are requesting in question 3 relates to our storage capabilities 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 our storage capability would make the Trust vulnerable to cybercrime 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.

We would also like to direct you to [FOI 4587](#) where we state that all our technology functions are provided by Hertfordshire, Bedfordshire and Luton ICT (HBLICT).

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 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