



**Northern, Eastern and Western Devon
Clinical Commissioning Group**

Ref: FOI787

Newcourt House
Newcourt Drive
Old Rydon Lane
EXETER
Devon
EX2 7JQ
d-ccg.foi@nhs.net

Tel: 01392 205205

16 December 2015

Dear,

Re: Request for information under Freedom of Information Act 2000

Thank you for your request under the Freedom of Information Act 2000, which was received on Friday 11 December 2015.

I can confirm that NHS Northern, Eastern and Western Devon CCG hold part of the requested information. The CCG have outsourced all of its` ICT provision to Delt Shared Services Limited. Delt therefore provide all of our IT services, including data centres.

It is not possible to separate out costs of data centre provision from the overall contract.

You requested the following information.

Please could you answer the following questions regarding the equipment for NHS Northern Eastern and Western Devon Clinical Commissioning Group (CCG) at Newcourt House, Newcourt Drive, Old Rydon Lane, Exeter, Devon, EX2 7JQ.

1.) How many desktop PCs do you have at this site? Which brand(s) are they?

60, manufactured by DELL

2.) How many laptops/notebooks or tablet PCs do you have at this site? Which brand(s) are they?

We do not track laptops by site but to individuals. Overall we have 291 laptops, all manufactured by Dell

3.) How many thin clients do you have at this site? Which brand(s) are they?

0, we do not use any thin clients

4.) What operating systems do you run on your PCs/Laptops?

Microsoft Windows 7.

5.) How many desktops, laptops and thin clients do you have in total in your organisation across the country?

268 Desktops, 291 Laptops, 0 thin clients

6.) How many physical servers do you have on site? Which brand(s) are they?

None on site

7.) Which server operating systems do you use?

Microsoft Windows 2012

8.) How many virtual servers do you have on site?

None on site

9.) Which server virtualisation software do you use?

VMWare

10.) Do you access any virtual servers in the cloud?

No

11.) What supplier provides the maintenance (out of warranty) support on your desktops and servers and when does the contract expire?

Delt shared services Ltd. Our contract with Delt Shared Services can be terminated on 3, 5 or 8 years with 12 months' notice. The contract started on 1st October 2014

12.) What suppliers/brands of Storage Area Networking (SAN) do you use?

Delt Shared Services provide our SAN storage using IBM manufactured equipment.

13.) Which application do you use for Enterprise Resource Planning/Management (ERP/ERM)?

The CCG do not use an application for Enterprise Resource Planning/Management

14.) Which application do you use for Groupware Products?

None

15.) Which application do you use for Database Products?

Microsoft SQL Server

16.) Which application do you use for CRM Software?

None

17.) Which application do you use for Business Intelligence Systems?

In House developed based on Microsoft SQL Server

18.) Which application do you use for Finance & Accounting Systems?

We use an outsourced Finance and Accounting System provided by NHS Shared Business Services.

19.) Which application do you use for Human Resources Application Systems?

We use an outsourced Human Resources Application called NHS Electronic Staff Record (ESR)

20.) Are any of your business applications cloud based? If so please state which ones.

None

21.) What are the names, line types and speeds of your ISPs?

BT NHS N3 secure connection. 100Mbs connections at three sites

22.) Who is your primary voice carrier?

Delt Shared Services provide all of our voice communications

23.) Approximately how many phone extensions do you have at this site?

70 for CCG staff.

24.) Do you use VoIP for your internal communications?

Yes

25.) Are your external calls through your voice carrier carried over VoIP or do they go over a conventional phone line?

Conventional phone line

26.) Which brand of PBX do you use at this site?

Alcatel-Lucent

27.) Which supplier has the maintenance contract on your PBX and when does it expire

Delt Shared Services. Our contract with Delt Shared Services can be terminated on 3, 5 or 8 years with 12 months' notice. The contract started on 1st October 2014

28.) Who supplies the outsourced or managed service for your data centre and when does the contract expire?

Delt Shared Services. Our contract with Delt Shared Services can be terminated on 3, 5 or 8 years with 12 months' notice. The contract started on 1st October 2014.

29.) Who supplies the outsourced or managed service for your service desk and when does the contract expire?

Delt Shared Services. Our contract with Delt Shared Services can be terminated on 3, 5 or 8 years with 12 months' notice. The contract started on 1st October 2014.

Satisfaction

I trust this matter has been dealt with to your satisfaction but if there is anything which you need further clarification, please do not hesitate to contact the office on

01392 205205 or by email at d-ccg.foi@nhs.net Please remember to quote the reference number at the top of this letter in any future communications.

If you are unhappy with the service you have received in relation to your request and wish to make a complaint or request a review of our decision, you can write to the office and arrangements will be made for an independent review. You of course can write directly to the CCGs Chief Officer if you prefer using the “contact us” details displayed on the CCG website.

If you remain dissatisfied with the outcome of the appeal, you have the right to appeal again to the Information Commissioner at:
Information Commissioner’s Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF
Tel: 01625 545 700
Fax: 01625 524 510

Legal information pertaining to the release of this information

Please note that the information being provided to you is for information only and remains subject to existing intellectual property rights; no license for the re-use of this information is given or implied through its provision to you.

Yours sincerely,

**The Freedom of Information Office
NHS Northern, Eastern & Western Devon Clinical Commissioning Group**