

July 2024
FOI_6586

The following information was requested on 4 June 2024:

LAN

- a1 Which primary LAN hardware do you use (e.g. Extreme, Juniper, Cisco)*
- a2 When did you last conduct a major refresh of this infrastructure/how many devices?*
- a3 Who is the reseller or supplier of this LAN hardware?*
- a4 Who maintains the LAN?*
- a5 When is your maintenance renewal/expiry date?*
- a6 Have you recently reviewed/when are you next reviewing this infrastructure?*

WLAN Wireless LAN

- b1 Which primary WLAN hardware do you use (e.g. Extreme, Juniper, Cisco)*
- b2 When did you last conduct a major refresh of this infrastructure/how many devices?*
- b3 Who is the reseller or supplier of this WLAN hardware?*
- b4 Who maintains the WLAN?*
- b5 When is your maintenance renewal/expiry date?*
- b6 Have you recently reviewed/when are you next reviewing this infrastructure?*

Data Centre

- c1 Which primary data centre hardware do you use (e.g. Extreme, Juniper, Cisco)*
- c2 When did you last conduct a major refresh of this infrastructure/how many devices?*
- c3 Who is the reseller or supplier of this data centre hardware?*
- c4 Who maintains the data centre equipment?*
- c5 When is your contract renewal/expiry date?*
- c6 Have you recently reviewed/when are you next reviewing this infrastructure?*
- c7 Which DC compute technology do you use? (e.g. HP, Lenovo, Supermicro)*
- c8 Which DC storage technology do you use? (e.g. netapp, dell, IBM)*

WAN/Internet Connectivity

- d1 Who provides your WAN (e.g. BT, Virgin)*
- d2 Who provides your internet connectivity (e.g. BT, Virgin)*
- d3 When is your maintenance renewal/expiry date ?*
- d4 Who provides your SD-WAN (e.g. Palo Alto, Meraki)*
- d5 Do you plan to introduce SD-WAN in the future?*
- d6 Have you recently reviewed/when are you next reviewing this infrastructure?*
- d7 Which hypervisor do you use (e.g. VMware)*

SIP

- e1 Which SIP carrier do you use (e.g. BT, Gamma, Virgin)*
- e2 Who provides/resells this SIP?*
- e2 How many SIP channels do you have*
- e3 When is your contract renewal/expiry date ?*
- e4 Have you recently reviewed/when are you next reviewing this service?*

Mobile

- f1 Which Mobile carrier do you use (e.g. Vodafone)*
- f2 Who provides/resells this service?*
- f2 How many mobile connections do you have*
- f3 When is your contract renewal/expiry date?*
- f4 Have you recently reviewed/when are you next reviewing this service?*

Telephony

- g1 Which phone systems do you use (e.g. Mitel, Avaya, 8x8)*
- g2 When was the current system installed?*
- g3 Is this on premise or cloud based?*
- g4 How many users?*
- g5 When is your contract renewal/expiry date?*
- g6 Have you recently reviewed/when are you next reviewing this service?*

Teams Phone System

- h1 Do you use Microsoft for PSTN calling?*
- h2 Which types of Microsoft telephony do you use (e.g. Calling plan, Skype, Operator Connect, Direct routing)*
- h3 How many users?*
- h4 If you don't currently use, are you looking to implement?*
- h5 Have you recently reviewed/when are you next reviewing this service?*

Contact centre

- i1 Which contact centre systems do you use (e.g. Genesys, Avaya, Enghouse)*
- i2 When was the current system installed?*
- i3 Is this on premise or cloud based?*
- i4 How many agents?*
- i5 When is your contract renewal/expiry date?*
- i6 Have you recently reviewed/when are you next reviewing this service?*

Our Response

LAN

- a1 Which primary LAN hardware do you use (e.g. Extreme, Juniper, Cisco). - **Unable to disclose on the grounds of security. Please see our refusal notice below.***
- a2 When did you last conduct a major refresh of this infrastructure/how many devices? - **Approximately 5 years ago, replaced where necessary.***
- a3 Who is the reseller or supplier of this LAN hardware? - **Various***
- a4 Who maintains the LAN? - **Internal NHS Resolution team***
- a5 When is your maintenance renewal/expiry date? - **Not applicable***
- a6 Have you recently reviewed/when are you next reviewing this infrastructure? - **Part of our annual sustainability review.***

WLAN Wireless LAN

- b1 Which primary WLAN hardware do you use (e.g. Extreme, Juniper, Cisco) - **We do not have WLAN services, all questions below have not been answered as a result.***
- b2 When did you last conduct a major refresh of this infrastructure/how many devices? - **N/A***
- b3 Who is the reseller or supplier of this WLAN hardware? - **N/A***
- b4 Who maintains the WLAN? - **N/A***
- b5 When is your maintenance renewal/expiry date? - **N/A***
- b6 Have you recently reviewed/when are you next reviewing this infrastructure? - **N/A***

Data Centre

c1 Which primary data centre hardware do you use (e.g. Extreme, Juniper, Cisco). -

Various hardware providers

c2 When did you last conduct a major refresh of this infrastructure/how many devices? -

Approximately 5 years ago, replaced where necessary

c3 Who is the reseller or supplier of this data centre hardware? -

Various
c4 Who maintains the data centre equipment? - **Internal NHS Resolution team with direct vendor support where needed.**

c5 When is your contract renewal/expiry date? - **Not applicable**

c6 Have you recently reviewed/when are you next reviewing this infrastructure? - **Part of our annual sustainability review**

c7 Which DC compute technology do you use? (e.g. HP, Lenovo, Supermicro). - **HP**

c8 Which DC storage technology do you use? (e.g. netapp, dell, IBM). - **NetApp**

WAN/Internet Connectivity

d1 Who provides your WAN (e.g. BT, Virgin). - **Unable to disclose on the grounds of security. Please see our refusal notice below.**

d2 Who provides your internet connectivity (e.g. BT, Virgin). - **Unable to disclose on the grounds of security. Please see our refusal notice below.**

d3 When is your maintenance renewal/expiry date? – **24/03/2025**

d4 Who provides your SD-WAN (e.g. Palo Alto, Meraki). - **No requirement**

d5 Do you plan to introduce SD-WAN in the future? - **No**

d6 Have you recently reviewed/when are you next reviewing this infrastructure? - **Not applicable**

d7 Which hypervisor do you use (e.g. VMware). Hyper-V and VMware

SIP

e1 Which SIP carrier do you use (e.g. BT, Gamma, Virgin). - **Gamma**

e2 Who provides/resells this SIP? - **Gamma**

e2 How many SIP channels do you have. – **Approximately 90 channels**

e3 When is your contract renewal/expiry date? – **01/09/2024**

e4 Have you recently reviewed/when are you next reviewing this service? To be reviewed in July 2024.

Mobile

f1 Which Mobile carrier do you use (e.g. Vodafone) – **EE**

f2 Who provides/resells this service? - **EE**

f2 How many mobile connections do you have – **Approximately 160 connections**

f3 When is your contract renewal/expiry date? - **13/02/2026**

f4 Have you recently reviewed/when are you next reviewing this service? - **Yes**

Telephony

g1 Which phone systems do you use (eg Mitel, Avaya, 8x8) – **MS Teams Enterprise Voice**

g2 When was the current system installed? – **Provided by NHS.net – NHS England**

g3 Is this on premise or cloud based? – **MS Cloud O365**

g4 How many users? – **Approximately 850**

g5 When is your contract renewal/expiry date? - **Not applicable**

g6 Have you recently reviewed/when are you next reviewing this service? – **Recently migrated in February 2024**

Teams Phone System

h1 Do you use Microsoft for PSTN calling? - MS Teams Enterprise Voice

h2 Which types of Microsoft telephony do you use (e.g. Calling plan, Skype, Operator Connect, Direct routing). - Direct routing

h3 How many users? - Approximately 850

h4 If you don't currently use, are you looking to implement? - Not applicable

h5 Have you recently reviewed/when are you next reviewing this service? - Recently migrated February 2024

Contact centre

i1 Which contact centre systems do you use (e.g. Genesys, Avaya, Enghouse) – We do not operate a contact centre. All questions below have not been answered as a result.

i2 When was the current system installed? – N/A

i3 Is this on premise or cloud based? – N/A

i4 How many agents? – N/A

i5 When is your contract renewal/expiry date? – N/A

i6 Have you recently reviewed/when are you next reviewing this service? – N/A

Refusal for questions: A1; D1; D2

NHS Resolution is unable to disclose the information requested as this information is considered to be exempt from disclosure under:



Section 31 of the Freedom of Information Act 2000 – Law Enforcement

31(1) Information which is not exempt information by virtue of section 30 is exempt information if its disclosure under this Act would, or would be likely to, prejudice –

(a) the prevention or detection of crime

We consider that disclosing the manufacturer of our *LAN and WAN Provider* would be likely to materially increase the risk of successful attempts to hack our network. The information could be used by any person in the world (as is the nature of a disclosure under FOIA) particularly in conjunction with other information about our systems, to plan or prepare more sophisticated attacks.

Public Interest Test –

Public Interest considerations in disclosing the information

There is a general public interest in openness and transparency in public sector bodies which can help to maintain public trust. We recognise that there is a legitimate interest in knowing what systems we utilise, which helps to promote public confidence that the organisation maintains high levels of security.

Public interest considerations in favour of maintaining the exemption

NHS Resolution recognises its duty to protect personal data and confidential information held on our systems, as disclosure will, in our opinion, weaken our ability to protect our stakeholders & perform our functions.

Disclosing the information requested would mean releasing details about our systems and their security into the public domain. This could make the information accessible to criminals, by enhancing criminals' abilities to carry out cyber-attacks. It also follows that a risk to our systems will also constitute a risk to both the general public and NHS Resolution staff whose information we hold.

By withholding this information, criminals will be prevented from exploiting such information in order to target our systems or individuals.

Balance of Public Interest Test (PIT)

NHS Resolution acknowledges that there is an interest in the public knowing that the organisation has adequate levels of protection in place for its IT systems, to ensure that we mitigate any risks befalling our systems on which we rely to run the organisation. We believe that ensuring the safety of our systems is paramount and on the balance of the PIT, we believe that there would be a clear causative link in disclosing the information you have requested which could expose the organisation to the risk of crime and subsequently endanger or cause harm to those whose data we hold.

NHS Resolution therefore believes that the greater public interest is in withholding this information.

This concludes our response to your request.

If you are not satisfied with the service that you have received in response to your information request, it is open to you to make a complaint and request a formal review of our decisions. If you choose to do this, you should write to [Tinku Mitra](#), Deputy Director of Corporate and Information Governance, Data Protection Officer for NHS Resolution, within 28 days of your receipt of this reply. Reviews of decisions made in relation to information requests are carried out by a person who was not involved in the original decision-making about the request.

If you are not content with the outcome of your complaint, you may apply directly to the Information Commissioner for a review of the decision. Generally, the Information Commissioner will not make a decision unless you have exhausted the local complaints procedure. The address of the Information Commissioner's Office is:

Wycliffe House
Water Lane

Wilmslow
Cheshire
SK9 5AF

<https://ico.org.uk/>