



# Resolution

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151 Buckingham Palace Road  
London  
SW1W 9SZ  
**Telephone:** 020 7811 2700

March 2019  
FOI\_3664

The following information was requested on 28 February 2019:

*This is a request for information that relates to the organisation's contracts around ICT contract(s) for Server Hardware Maintenance, Server Virtualisation Licenses and Maintenance and Storage Area Network (SAN) Maintenance/Support, which may include:*

- Server Hardware Maintenance- contracts relating to the support and maintenance of the organisation's physical servers.*
- Virtualisation Maintenance/Support/ Licensing (VMware, Solaris, Unix, Linux, Windows Server)*
- Storage Area Network Maintenance/Support (EMC, NetApp etc)*

*For each of the type of contract described above, please can you provide me with the following data. If there is more than one contract please split the information for each separate supplier this includes annual spend*

- 1. Contract Title: Please provide me with the contract title.*
- 2. Type of Contracts (ABOVE): Please can you provide me with one or more contract types the contract relate to: Server Hardware, Virtualisation, SAN (Storage Area Network)*
- 3. Existing/Current Supplier: Please provide me with the supplier name for each contract.*
- 4. Brand: Please state the brand of hardware or software*
- 5. Operating System / Software (Platform): (Windows, Linux, Unix, Vsphere, AIX, Solaris etc.) Please state the operating system used by the organisation.*
- 6. Annual Average Spend: Please provide me with the most recent annual spend for this contract?*
- 7. Contract Duration: (Please can you also include notes if the contract includes any contract Extension periods.)*
- 8. Contract Expiry Date: Please can you provide me with the date of when the contract expires.*
- 9. Contract Review Date: (An approximate date of when the organisation is planning to review this particular contract.)*
- 10. Purchase of Servers: Could you please provide me with the month and year in which most/bulk of servers were purchased.*
- 11. Number of Physical Server: Please can you provide me with the number of physical servers.*

12. *Number of Virtual Servers: Please can you provide me with the number of Virtual servers' servers.*

13. *Brief Contract Description: I require a brief description of the service provided under this contract. Please do not just put maintenance I need at least a sentence.*

14. *Contract Owner: (The person from within the organisation that is responsible for reviewing and renewing this particular contract. Please include their full name, job title, direct contact number and direct email address.)*

## **Our Response**

1. **Contract Title:** *Please provide me with the contract title.*

**NetApp - Support Edge Premium, (SAN maintenance)**

**VMWare – License support and maintenance (Virtualisation)**

2. **Type of Contracts (ABOVE):** *Please can you provide me with one or more contract types the contract relate to: Server Hardware, Virtualisation, SAN (Storage Area Network)*

3. **Existing/Current Supplier:** *Please provide me with the supplier name for each contract.*

**For NetApp –the supplier is Softcat. For VMware, the supplier is Trustmarque**

4. **Brand:** *Please state the brand of hardware or software*

**The brands are NetApp and VMware**

5. **Operating System / Software (Platform):** *(Windows, Linux, Unix, Vsphere, AIX, Solaris etc.) Please state the operating system used by the organisation.*

**Withheld for crime prevention reasons. Section 31 of the FOI Act is applicable. Please see the refusal notice below.**

6. **Annual Average Spend:** *Please provide me with the most recent annual spend for this contract?*

**NetApp- £52,245.00 – (1 year). VMWare – £110, 097.00 (3 years)**

7. **Contract Duration:** *(Please can you also include notes if the contract includes any contract*

**See above**

*Extension periods.)*

**See above**

8. **Contract Expiry Date:** *Please can you provide me with the date of when the contract expires.*

**NetApp: March 2019. VMware: 11/1/2017**

9. **Contract Review Date:** *(An approximate date of when the organisation is planning to review this particular contract.)*

**Approx. October 2020**

10. **Purchase of Servers:** *Could you please provide me with the month and year in which most/bulk of servers were purchased.*

## January 2019

11. **Number of Physical Server:** Please can you provide me with the number of physical servers.

**Approximately 45**

12. **Number of Virtual Servers:** Please can you provide me with the number of Virtual servers' servers.

**Approximately 200**

13. **Brief Contract Description:** I require a brief description of the service provided under this contract. Please do not just put maintenance I need at least a sentence.

**Please clarify as the purpose of these contracts is indeed maintenance and support.**

14. **Contract Owner:** (The person from within the organisation that is responsible for reviewing and renewing this particular contract. Please include their full name, job title, direct contact number and direct email address.)

**Sean Walker, Head of IT & Facilities. [Sean.walker@resolution.nhs.uk](mailto:Sean.walker@resolution.nhs.uk)**

*If this service is part of a managed contract please can you send me the contract information for this managed service including Hardware Brand, Number of Users, Operating System, and contact details of the internal contact responsible for this contract*

**N/A**

## Q5 – Refusal Notice - Section 31 – 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 **Operating System / Software (Platform):** 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. There are published vulnerabilities with certain LAN arrangements – see, for instance, <https://threatpost.com/microsoft-confirms-serious-privexchange-vulnerability/141553/> and we consider that disclosing information about our network materially increases our risk.

### 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](#), Head of Corporate and Information Governance 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