



Resolution

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March 2021

FOI_4987

The following information was requested on 9 March 2021:

I am writing to you under the Freedom of Information Act 2000 to request the following information from Video Conferencing / AV-VC / Digital Team.

Please may you provide me with:

- 1. Do you have any video conferencing hardware? If so what manufacturer and model?*
- 2. Is there a support contract in place for this equipment?*
- 3. How many systems / meeting room systems do you have? Across how many sites?*
- 4. What video conferencing platforms do you use with this video conferencing hardware?*
- 5. What solutions are being used for Video Consultations at present? When is the next review of this contract?*
- 6. Do you use a video conferencing platform for interoperability (i.e. Teams to Zoom, Zoom to WebEx etc.)?*
- 7. Does the organisation use Microsoft Teams for video conferencing? Has its usage overtaken any previous video conferencing tool in place before Microsoft Teams' implementation?*
- 8. Who is in charge of the Video Conferencing Estate / Equipment? What is their email address?*

Our Response

- 1. Do you have any video conferencing hardware? If so what manufacturer and model? - **NHS Resolution utilises video conferencing equipment that is provided through the managed premises from which it operates.***
- 2. Is there a support contract in place for this equipment? - **Yes***
- 3. How many systems / meeting room systems do you have? - **Access to 17 meeting rooms** Across how many sites? - **2 sites***
- 4. What video conferencing platforms do you use with this video conferencing hardware? - **None. Use of MS Teams via dockable laptops***
- 5. What solutions are being used for Video Consultations at present? - **MS Teams/ Zoom/WebEx** When is the next review of this contract? - **MS Teams purchase via 3 year enterprise agreement, no contract for Zoom, WebEx or GoTo Meeting***

6. *Do you use a video conferencing platform for interoperability (i.e. Teams to Zoom, Zoom to WebEx etc.)?* - **No, only use MS Teams for hosting and free versions of software for Zoom, GoToMeeting, etc.**
7. *Does the organisation use Microsoft Teams for video conferencing?* - **Yes Has its usage overtaken any previous video conferencing tool in place before Microsoft Teams' implementation?** - **Yes, NHS Resolution was previously using Skype for Business**
8. **N/A but management of Teams and the service contract for video conferencing suites is: Sean Walker, Head of IT & Facilities, Sean.walker@resolution.nhs.uk**

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

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