



## Resolution

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**Telephone:** 020 7811 2700

December 2021  
FOI\_5272

The following information was requested on 9 December 2021:

- 1) *How many people are employed by your organisation, including full time and part time?*
- 2) *What is your current intranet solution? (Sharepoint, Wordpress, Interact, Invotra, Oak etc)*
- 3) *How long have you been using this intranet solution?*
- 4) *When is your intranet contract up for renewal?*
- 5) *What is your annual intranet budget?*
- 6) *What is your procurement process? Please can you include any portals used to list tenders and/or any suppliers used to procure.*
- 7) *Do you share intranet/IT services with other organisations, if so who?*
- 8) *Which team and/or individual(s) are responsible for managing your intranet internally?*
- 9) *Are you using the Office 365 suite? If so, which applications from the suite are in use?*
- 10) *Which team and/or individual(s) are responsible for your intranet's procurement within the organisation?*
- 11) *Is your Active Directory hosted on-premise, or in the cloud?*
- 12) *Could you provide us with a link to your Digital Workplace Strategy?*

### **Our Response**

- 1) *How many people are employed by your organisation, including full time and part time?*

**527 staff in total**

**462 full time**

**65 part time**

- 2) *What is your current intranet solution? (Sharepoint, Wordpress, Interact, Invotra, Oak etc.)*

**SharePoint Online using accelerators on an evergreen model.**

- 3) *How long have you been using this intranet solution?*

**Our new intranet was deployed 7 months ago.**

- 4) *When is your intranet contract up for renewal?*

**Our annual contract is related to maintenance and support. As our intranet is new, we do not require any significant development currently. Content development is delivered internally.**

*5) What is your annual intranet budget?*

**There is no specific budget set for our intranet.**

*6) What is your procurement process? Please can you include any portals used to list tenders and/or any suppliers used to procure. –*

**For contracts under £100k an RFQ process will be followed with selected suppliers – Where it is deemed appropriate all “open” requirements will be published on Atamis.**

*7) Do you share intranet/IT services with other organisations, if so who?*

**No**

*8) Which team and/or individual(s) are responsible for managing your intranet internally?*

**Membership and Stakeholder Engagement manage the content development on our intranet.**

*9) Are you using the Office 365 suite? If so, which applications from the suite are in use?*

**Yes. On the grounds of security, this information cannot be provided. Please see our refusal notice below.**

*10) Which team and/or individual(s) are responsible for your intranet's procurement within the organisation?*

**Procurement team – [procurement@resolution.nhs.uk](mailto:procurement@resolution.nhs.uk)**

*11) Is your Active Directory hosted on-premise, or in the cloud?*

**It is a hybrid of the two.**

*12) Could you provide us with a link to your Digital Workplace Strategy?*

**We do not have a ‘digital workplace strategy’ however, we are currently in our second year of our Ways of Working Programme which incorporates use of digital technology as well as the development of our new intranet last year.**

## **Refusal Notice: -**

**NHS Resolution is unable to disclose the information requested at Q9 as this information is considered to be exempt from disclosure under:**

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### **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 details of the information requested 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 real 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

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