



Resolution

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March 2023
FOI_5827

The following information was requested on 14 February 2023:

Dear NHS Resolution,

- a. Who provides your WAN and internet connectivity and the annual spend on each*
- b. Who provides your SIP trunks and what is the annual spend*
- c. Who provides your WAN services, is this MPLS, SD WAN or Internet, and what is the annual spend*
- d. Who provides your LAN infrastructure and what is your annual spend*
- e. Who provides your WIFI infrastructure and what is your annual spend*
- f. Please confirm the manufacturer(s) of your wired network core and edge switching?*
- g. When was your core network installed?*
- h. Has it been updated subsequently?*
- i. Who maintains your core network?*
- j. When is the contract renewal date?*
- k. Please, confirm value of the initial project?*
- l. Please confirm the value of annual support/maintenance services (in £)?*

Our Response

- a. Who provides your WAN and internet connectivity and the annual spend on each
We cannot disclose the name of the service provider on the grounds of security – please refer to the Refusal Notice below.
Contract value is £50K per annum.
- b. Who provides your SIP trunks and what is the annual spend:
Gamma, Contract value £39,420.
- c. Who provides your WAN services, is this MPLS, SD WAN or Internet, and what is the annual spend
Internet – see A.
- d. Who provides your LAN infrastructure and what is your annual spend.
Managed in house.
- e. Who provides your WIFI infrastructure and what is your annual spend:
Telefonica, annual spend included in service charge.

- f. Please confirm the manufacturer(s) of your wired network core and edge switching?
Not answered on the grounds of security – please refer to the Refusal Notice below.
- g. When was your core network installed?
2016 onwards.
- h. Has it been updated subsequently?
Yes.
- i. Who maintains your core network?
NHS Resolution’s internal technical team.
- j. When is the contract renewal date?
Not applicable.
- k. Please, confirm value of the initial project?
Figure not available.
- l. Please confirm the value of annual support/maintenance services (in £)?
Maintained in-house.

Responses to questions (a), (c) and (f) were withheld for crime prevention reasons. Section 31 of the Freedom of Information Act 2000 is applicable. Please see the refusal notice below.

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 supplier name for each 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. There are published vulnerabilities with certain LAN arrangements – see, for instance, [microsoft-confirms-serious-privexchange-vulnerability](#) 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](#), Deputy Director 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:

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Water Lane
Wilmslow
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<https://ico.org.uk/>