

Our Ref: NG/RM/24369
Date: 15th November 2024

Nicola Griffiths
Deputy Director of Governance
North Staffordshire Combined Healthcare NHS Trust
Lawton House
Bellringer Road
Trentham
ST4 8HH

Reception: 0300 123 1535

Dear

Freedom of Information Act Request

I am writing in response to your e-mail of the 22nd October 2024. Your request has been processed using the Trust's procedures for the disclosure of information under the Freedom of Information Act (2000).

Requested information:

Can you please provide an update regarding the Trust's Infrastructure, including aspects of hosting, help desks, and data warehousing? The six questions are in the attached spreadsheet, which I would be grateful if you could fill in.

Please see Appendix 1 attached.

Please note 401k spend covers both PCs and laptops.

If you are dissatisfied with the handling of your request, you have the right to ask for an internal review of the management of your request. Internal review requests should be submitted within two months of the date of receipt of the response to your original letter and should be addressed to: Dr Buki Adeyemo, Chief Executive, North Staffordshire Combined Healthcare Trust, Trust Headquarters, Lawton House, Bellringer Road, Trentham, ST4 8HH. If you are not content with the outcome of the internal review, you have the right to apply directly to the Information Commissioner for a decision. The Information Commissioner can be contacted at: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF.

Yours sincerely



Nicola Griffiths
Deputy Director of Governance

1. Do you have a disaster recovery strategy/business continuity plan?	Yes/No	Supplier
	Yes	In house

2: For each device detailed below please provide the requested information	Average age of product [Years]	Number of devices across your organisation	Main supplier	Annual spend 2023/2024 [£000]	Contract end date	Average length of contract [Years]	Additional notes
Smartphones	Not Available	1642	Samsung	£9	N/A	N/A	
Laptops	Not Available	2077	Dell	£401	N/A	N/A	
PCs	Not Available	260	Dell		N/A	N/A	
Tablets	Not Available	291	Apple	£16.8	N/A	N/A	
Other (please specify):							

3: Does your Trust have a hosting supplier?	Main Supplier	Total annual spend 2023/24 [£000]	Contract end date	Additional notes
DEFINITION: Web hosting is an online service that makes your website's content accessible on the internet. When you purchase a hosting plan, you are renting space on a physical server to store all the website's files and data.	KAMELEON	£4.2	30/06/2025	

4: Does your Trust use a data warehouse?	Main Supplier	Total annual spend 2023/24 [£000]	Contract end date	Additional notes
DEFINITION: A data warehouse is a central repository of information that can be analyzed to make more informed decisions. Data flows into a data warehouse from transactional systems, relational databases, and other sources, typically on a regular cadence.	INSOURCE	£97.8	31/03/2029	

5: Does your Trust have a service desk?	Main Supplier	Total annual spend 2023/24 [£000]	Contract end date	Additional notes
DEFINITION: The single point of contact between the service provider and the users. A typical service desk manages incidents and service requests, and also handles communication with the users	S&SHIS	No specific breakdown of service desk provision available	Rolling 12 month contract, March 2025	Service Desk is provided through an outsourced IT contract

6: Does your Trust use a help desk?	Internal/external	Main Supplier	Total annual spend 2023/24 [£000]	Contract end date	Additional notes
DEFINITION: a service provided by a company to help customers when they have problems with products they have bought					No helpdesk