

Date: Thursday, 24th October 2019
Our Ref: MB/SS FOI 4063

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Re: Freedom of Information Request FOI 4063

We are writing in response to your request submitted under the Freedom of Information Act, received in this office on 07th October 2019.

Your request was as follows:

1. Who provides your IT services (please also state if these services are in-sourced to an internal ICT team or outsourced to an external supplier)

[1st, 2nd and 3rd line - Internal](#)

[LAN, WAN and WiFi Network support - Pinacl Solutions Ltd](#)

[Out of hours IT Servicedesk and COIN/HSCN Network Support - Informatics Merseyside](#)

These questions relate specifically to Information and Communication

Technology(ICT) services which includes services relating to the support of

- Computer hardware and operating software
- Servers,
- PC's, laptops printers and mobile devices,
- Networks,
- Telephony
- Application support

2. How many staff deliver the ICT services listed above?

[Internal - approx 40 for all various IT teams](#)

3. If your services are outsourced to an external supplier, when does the contract expire?

[NA](#)

4. Do you have any services hosted in the cloud?

[Yes](#)

5. How many applications are supported by the IT service provider?

Approx 3050

6. Which operating system do your PC's and laptops use (ie Windows 10 etc)?

Windows 7 & Windows 10, Mac OSX

Please see our response above in [blue](#).

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All information supplied by the Trust in answering a request for information (RFI) under the Freedom of Information Act 2000 will be subject to the terms of the Re-use of Public Sector Information Regulations 2005, Statutory Instrument 2005 No. 1515 which came into effect on 1st July 2005.

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If you are dissatisfied with the handling of your request, you have the right to ask for an internal review. 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 the Freedom of Information Office at the address above.

Please remember to quote the reference number, FOI 4063 in any future communications.

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 Commissioners Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF.

Yours sincerely

Mike Burns

Mr. Mike Burns, Executive Lead for Freedom of Information