

Ref: CCG September 17 2016

Corporate Services
NHS Liverpool Clinical Commissioning Group
The Department
Lewis's Building
Renshaw Street
Liverpool
L1 2SA

Email: foi@liverpoolccg.nhs.uk

14 October 2016,

Dear

Re: Freedom of Information Request

Thank you for your Freedom of Information request that we received on 19th September 2016, with regards to IT network infrastructure for NHS Informatics Merseyside at Bevan House, 2nd Floor, 65 Stephenson Way, Wavertree Technology Park, Liverpool, Merseyside, L13 1HN.

Request/*Response*

- 1) How many desktop PCs do you have at this site? Which brand(s) are they?
- 2) How many laptops/notebooks or tablet PCs do you have at this site? Which brand(s) are they?
- 3) How many thin clients do you have at this site? Which brand(s) are they?
- 4) What operating systems do you run on your PCs/Laptops?
- 5) How many desktops, laptops and thin clients do you have in total in your organisation across the country?
- 6) How many physical servers do you have on site? Which brand(s) are they?
- 7) How many virtual servers do you have on site?
- 8) Which server virtualisation software do you use?
- 9) Which server operating systems do you use?
- 10) What supplier provides the maintenance (out of warranty) support on your desktops and servers and when does the contract expire?
- 11) What suppliers/brands of Storage Area Networking (SAN) do you use?
- 12) Which application do you use for Enterprise Resource Planning/Management (ERP/ERM)?

- 13) Which application do you use for Groupware Products?
- 14) Which application do you use for Database Products?
- 15) Which application do you use for CRM Software?
- 16) Which application do you use for Business Intelligence Systems?
- 17) Which application do you use for Finance & Accounting Systems?
- 18) Which application do you use for Human Resources Application Systems?
- 19) What are the names, line types and speeds of your ISPs?
- 20) Who is your primary voice carrier?
- 21) Approximately how many phone extensions do you have at this site?
- 22) Do you use VoIP for your internal communications?
- 23) Are your external calls through your voice carrier carried over VoIP or do they go over a conventional phone line?
- 24) Which brand of PBX do you use at this site?
- 25) Which supplier has the maintenance contract on your PBX and when does it expire?
- 26) Who supplies the outsourced or managed service for your data centre and when does the contract expire?
- 27) Who supplies the outsourced or managed service for your service desk and when does the contract expire?

NHS Liverpool CCG does not hold this information as we are not responsible for Informatics Merseyside (IMersey) based at Bevan House. IMersey is hosted by Mersey Care NHS Trust, therefore I recommend that you redirect your email to:

freedomofinformation@merseycare.nhs.uk

We wish to take this opportunity to inform you that a formal complaints and internal review procedure is available to applicants who are unhappy with responses provided to FOI requests. You can formally request an internal review within a reasonable period of time (2 calendar months) from the date this response was issued.

Where you are not satisfied with the decision of the internal review you may apply directly to the Information Commissioners Office (ICO) for a further review of that decision. Generally, the ICO cannot make a decision unless you have exhausted our complaints procedure in the first instance.

The ICO can be contacted at:

Information Commissioners Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

www.ico.gov.uk

Should you require any further information, clarification regarding this response or do not feel that your request has been answered as you would expect, please contact us to discuss.

Yours sincerely,

**Customer Relations Lead
NHS Liverpool CCG**