



Wrightington, Wigan and Leigh Teaching Hospitals

NHS Foundation Trust

Information Governance Department

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Ref: FOI/2024/9904

Date Received: 4th June 2024

Response Due: 2nd July 2024

Date: 24th June 2024

Dear Sir/Madam

With reference to your request for information received on 4th June 2024, I can confirm in accordance with Section 1 (1) of the Freedom of Information Act 2000 that we do hold the information you have requested. A response to each part of your request is provided below.

In your request you asked:

LAN

a1 Which primary LAN hardware do you use (eg Extreme, Juniper, Cisco)
Cisco.

a2 When did you last conduct a major refresh of this infrastructure/how many devices?
2018, 250+ devices.

a3 Who is the reseller or supplier of this LAN hardware?
CDW.

a4 Who maintains the LAN?
Internal IT Networking Team.

a5 When is your maintenance renewal/expiry date ?
2025.

a6 Have you recently reviewed/when are you next reviewing this infrastructure?
Constantly under review.

WLAN Wireless LAN

b1 Which primary WLAN hardware do you use (eg Extreme, Juniper, Cisco)
Aruba.

b2 When did you last conduct a major refresh of this infrastructure/how many devices?
2023.

b3 Who is the reseller or supplier of this WLAN hardware?

This information is exempt under Section 31 of the FOI Act for the following reasons: The Trust like any organisation may be subject to cyber-attacks and, since it holds large amounts of sensitive, personal and confidential information, maintaining the security of this information is extremely important. Cyber-attacks, which may amount to criminal offences for example under the Computer Misuse Act 1990 or the Data Protection Act 1998, are rated as a Tier 1 threat by the UK Government.

b4 Who maintains the WLAN?

Internal IT Networking Team.

b5 When is your maintenance renewal/expiry date ?

2026.

b6 Have you recently reviewed/when are you next reviewing this infrastructure?

Constantly under review.

Data Centre

c1 Which primary data centre hardware do you use (eg Extreme, Juniper, Cisco)

Cisco.

c2 When did you last conduct a major refresh of this infrastructure/how many devices?

2021.

c3 Who is the reseller or supplier of this data centre hardware?

CDW.

c4 Who maintains the data centre equipment?

Internal IT Networking Team along with TNP (third party).

c5 When is your contract renewal/expiry date ?

2025.

c6 Have you recently reviewed/when are you next reviewing this infrastructure?

Constantly under review.

c7 Which DC compute technology do you use? (eg HP, Lenovo, Supermicro)

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c8 Which DC storage technology do you use? (eg netapp, dell, IBM)

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WAN/Internet Connectivity

d1 Who provides your WAN (eg BT, Virgin)

Both BT and Virgin.

d2 Who provides your internet connectivity (eg BT, Virgin)

Both BT and Virgin.

d3 When is your maintenance renewal/expiry date ?

2025.

d4 Who provides your SD-WAN (eg Palo Alto, Meraki)

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d5 Do you plan to introduce SD-WAN in the future?

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d6 Have you recently reviewed/when are you next reviewing this infrastructure?

Constantly under review.

d7 Which hypervisor do you use (eg VMware)

VMware.

SIP

e1 Which SIP carrier do you use (eg BT, Gamma, Virgin)

BT.

e2 Who provides/resells this SIP?

BT.

e2 How many SIP channels do you have

256.

e3 When is your contract renewal/expiry date ?

Rolling contract.

e4 Have you recently reviewed/when are you next reviewing this service?

Under review – currently moving over to the new service next month with Cinos.

Mobile

f1 Which Mobile carrier do you use (eg Vodafone)

Vodafone.

f2 Who provides/resells this service ?

Vodafone.

f2 How many mobile connections do you have

3,129.

f3 When is your contract renewal/expiry date ?

January 2025.

f4 Have you recently reviewed/when are you next reviewing this service?

Yes, in progress.

Telephony

g1 Which phone systems do you use (eg Mitel, Avaya, 8x8)

Avaya/Cisco.

g2 When was the current system installed?

Avaya – 2009.

Cisco - 2022.

g3 Is this on premise or cloud based?

Avaya - On Premise.

Cisco – Cloud.

g4 How many users?

Circa 3000+.

g5 When is your contract renewal/expiry date ?

December 2026.

g6 Have you recently reviewed/when are you next reviewing this service?

Currently under contract until December 2026.

Teams Phone System

h1 Do you use Microsoft for PSTN calling?

No.

h2 Which types of Microsoft telephony do you use (eg Calling plan, Skype, Operator Connect, Direct routing)

N/A.

h3 How many users?

N/A.

h4 If you don't currently use, are you looking to implement ?

No.

h5 Have you recently reviewed/when are you next reviewing this service?

N/A.

Contact centre

i1 Which contact centre systems do you use (eg Genesys, Avaya, Enghouse)

Cirrus.

i2 When was the current system installed?

2022.

i3 Is this on premise or cloud based?

Cloud.

i4 How many agents?

128.

i5 When is your contract renewal/expiry date ?

March 2026.

i6 Have you recently reviewed/when are you next reviewing this service?

Recently reviewed.

If you are not entirely satisfied with this response, please do not hesitate to contact the Information Governance Department via the email address provided. If we do not hear from you within 40 days, we will assume that we have been able to accommodate your request under the Freedom of Information Act 2000.

Yours sincerely,



Garry Harris
Deputy Director Digital, Chief Technology Officer

PLEASE NOTE:

If you are unhappy with the service you have received in relation to your request and wish to make a complaint or request a review of our decision, you should write to: Information Governance Department, Wrightington, Wigan and Leigh NHS Foundation Trust, Suite 9, Buckingham Row, Brick Kiln Lane, Wigan, WN1 1XX.

If you are not content with the outcome of your complaint, you may apply directly to the Information Commissioner for a decision at:

The Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire, SK9 5AF

Helpline number: 0303 123 111