

Information Governance Department
East Wing
St. Pancras Hospital
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London NW1 0PE
Freedom.Information@Candi.nhs.uk

3 February 2015

Reference: 2015-189

Dear [REDACTED]

Re: Information Request – Freedom of Information Act 2000

Following your request for information we received on the 6 January 2015, we are providing you with access to the recorded information held by Camden and Islington NHS Foundation Trust in answer to your enquiry.

You requested the following information:

The information that I require relates to a specific external/3rd party hosting contract which may include:

1. **Software as a Service (SaaS) is a software distribution model in which applications are hosted by a vendor or service provider and made available to customers over a network, typically the Internet.**

The Trust does not currently have this service.

2. **E-commerce hosting is a business that furnishes merchants with solutions for selling their merchandise online. The merchant is typically billed monthly for using space on the hosting company's server. Software is also leased for online order processing. E-commerce hosting businesses usually manage all the technical facets of commercial website development and maintenance for their clients. E-commerce hosting can also include electronic data interchange (EDI).**

The Trust does not currently have this service.

3. **Exchange Hosting is a service in the telecommunications industry whereby a provider makes a Microsoft e-mail box and space available on a server so its clients can host their data on the server. The provider manages the hosted data of its clients on the server.**

The Trust does not currently have this service.

- 4. Web Hosting is the activity or business of providing storage space and access for websites.**

The Trust does not currently have this service.

- 5. VOIP Hosting is a methodology and group of technologies for the delivery of voice communications and multimedia sessions over Internet Protocol (IP) networks, such as the Internet. Other terms commonly associated with VoIP are IP telephony, Internet telephony, voice over broadband (VoBB), broadband telephony, IP communications, and broadband phone service.**

The Trust does not currently have this service.

- 6. Contact Centre: A hosted contact centre offers all the utilities associated with running a customer service outfit with a pay-as-you-go plan. This means that managers don't need to buy prohibitively expensive hardware, instead they can add software as needed and get deeper in their involvement as they grow.**

The Trust does not currently have this service.

- 7. Unified communications is the integration of real-time communication services such as instant messaging, presence information, telephony, video conferencing, data sharing, call control and speech recognition with non-real-time communication services such as unified messaging.**

The Trust does not currently have this service.

Please can you see the attached file and fill the information into the space provided (Contract1-8). If none of the contract above apply to the organisation please can you state the reasons why. If however the services I have request is hosted internally please can you state this within the response as well as providing me information on the annual average spend and the internal contact for that particular type of hosting.

I do hope you are satisfied with the way in which your response was handled, if not you may request an internal review at the above email address within 28 days of this letter. When contacting the Trust please use the above reference that is unique to your request.

If you remain unsatisfied with the outcome of the internal review, you may seek further recourse by lodging an appeal with the Information Commissioner' Office at

Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF and on the Information Centre's website. www.ico.gov.uk/

Yours sincerely


Interim Information Governance Officer