

NHS Software, Hardware and Infrastructure Questions

1. IT resources

- a) Does the trust manage and support its own IT functions in house or outsource it to an ICT partner?
- b) If outsourced, who does the trust outsource its IT functions to?
- c) If available, please provide an organigram
- d) If available, please provide a list of all live and current IT contracts

2. Desktop PC and laptop hardware

- a) How many desktop PCs and laptops does the trust have?
- b) Which brands of PCs/Laptops (and percentage of PC fleet) does the trust use?
- c) Which vendor/reseller(s) does the trust use to purchase the majority of its desktop PCs and laptops?
- d) How much did the trust spend and plan to spend on purchasing desktop PCs and laptops in 2013-14, 2014-15 and 2015-16?
- e) What is the trust's PC refresh policy?
- f) When does the trust plan to next refresh its PCs?

3. Desktop PC and laptop software – Operating systems

- a) What operating system software is used and how many licenses does the trust have for each one?
- b) Which vendor(s) or software reseller does the trust use?
- c) How much did the trust spend and plan to spend on purchasing desktop PC operating system licenses in 2013-14, 2014-15 and 2015-16?
- d) What is the trust's operating system software upgrade policy or plans?

4. Desktop PC and laptop software - Office

- a) What PC office software does the trust use and how many licenses does the trust have for each software version?
- b) Which vendor(s) or software reseller does the trust use?
- c) How much did the trust spend and plan to spend on purchasing PC office software licenses in 2013-14, 2014-15 and 2015-16?
- d) What is the trust's office software upgrade policy or plans?
- e) Does the trust use "Software As a Service" (SAS) services? If so, which supplier provides it? And what SAS services or products does the trust use?

5. Servers - hardware

- a) How many physical servers does the trust manage onsite and offsite?
- b) Which vendor(s) does the trust use?
- c) How much did the trust spend and plan to spend on purchasing server hardware in 2013-14, 2014-15 and 2015-16?
- d) What is the trusts server refresh policy?
- e) When does the trust plan to next refresh or procure new servers?
- f) How many of the trust's staff (FTE) manage the trusts servers?

g) How much does it cost the trust annually to run its server room(s)?

6. Servers - OS software

- a) What server operating system software does the trust use and how many licenses does it have for each?
- b) Which vendor(s) does the trust use to purchase server OS software?
- c) How much did the trust spend and plan to spend on purchasing server OS licenses in 2013-14, 2014-15 and 2015-16?

7. Data centres

- a) Does the trust run/manage its own data centre or is this managed externally?
- b) Is the data centre on site, off site (another NHS trust), off site (private site in UK), off site (private site outside UK) or other (please specify).
- c) Which vendor(s) supplies the trust's data centre?
- d) How much did the trust spend and plan to spend on data centre services in 2013-14, 2014-15 and 2015-16?
- e) How much did the trust spend and plan to spend on staff expenses to run its data centre in 2013-14, 2014-15 and 2015-16?
- f) When was the contract awarded?
- g) When does the contract expire?
- h) Does the trust use "Infrastructure As a Service" (IAS) services? If so, which supplier provides it? And what IAS services or products does the trust use?

8. Networks - fixed line telecoms, ISP/Broadband/WAN/data connectivity

- a) Which vendor(s) does the trust use for fixed line telecoms and data network connectivity?
- b) How much did the trust spend and plan to spend on fixed line telecoms and data network connectivity services in 2013-14, 2014-15 and 2015-16?
- c) When did the contracts start and when do they expire?

9. Mobile phone network and handsets

- a) Which mobile telecoms network provider does the trust use?
- b) How many mobile phones does the trust have?
- c) Are mobile handsets provided as part of contract with telecoms network provider?
- d) If not, which vendor(s) does the trust use to procure mobile phone handsets?
- e) What mobile handsets does the trust use?
- f) How much did the trust spend and plan to spend on mobile network services in 2013-14, 2014-15 and 2015-16?
- g) When did the trust's mobile network contract start and when does it expire?
- h) Does the trust use a mobile device management solution?
- i) How many mobile device management licenses does the trust have?
- j) Which vendor(s) does the trust use for its MDM software solution?
- k) How much did the trust spend and plan to spend on MDM software in 2013-14, 2014-15 and 2015-16?
- l) If none currently used, are plans in place to procure an MDM system in future?
- m) Does the trust currently have a BYOD policy in place?

- n) Does the trust currently have a CYOD policy in place?

10. Mobile devices: tablets, COWs, digital pens

For each of the above 3 types of mobile devices:

- a) How many does the trust have?
- b) Which vendor(s) does the trust use to procure?
- c) What brand of device does the trust use?
- d) How much did the trust spend and plan to spend on the mobile device in 2013-14, 2014-15 and 2015-16?
- e) Are plans in place to procure more mobile devices? (if so, how many)

11. Printers

- a) Does the trust use a managed printer service? If so, who provides it?
- b) How many printers does the trust have?
- c) Which brands of printers does the trust use?
- d) How much did the trust spend and plan to spend on printers in 2013-14, 2014-15 and 2015-16?
- e) What is the trust's refresh policy for its printers?