



East London
NHS Foundation Trust
Information Governance
Robert Dolan House
9 Alie Street
London
E1 8DE

Email elft.foi@nhs.net
Website: <https://www.elft.nhs.uk>

28 June 2024

Our reference: FOI DA5428

I am responding to your request for information received 4 June 2024. This has been treated as a request under the Freedom of Information Act 2000.

I am now enclosing a response which is attached to the end of this letter. Please do not hesitate to contact me on the contact details above if you have any further queries.

Yours sincerely,

Information Rights Coordinator

If you are dissatisfied with the Trust's response to your FOIA request then you should contact us and we will arrange for an internal review of this decision.

If you remain dissatisfied with the decision following our response to your complaint, you may write to the Information Commissioner for a decision under Section 50 of the Freedom of Information Act 2000. The Information Commissioner can be contacted at:

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

Tel: 0303 123 1113
Web: www.ico.org.uk

Please note that the data supplied is not allowed to be re-used and/or published without the explicit consent of East London NHS Foundation Trust. Please contact the signatory to request permission if this is your intention



We promise to work together creatively to: learn 'what matters' to everyone, achieve a better quality of life and continuously improve our services.
We care . We respect . We are inclusive

Chief Executive Officer: Lorraine Sunduza
Chair: Eileen Taylor

Request: Please can the below FOI request kindly be responded to in excel format.

LAN

- a1 Which primary LAN hardware do you use (eg Extreme, Juniper, Cisco)**
- a2 When did you last conduct a major refresh of this infrastructure/how many devices?**
- a3 Who is the reseller or supplier of this LAN hardware?**
- a4 Who maintains the LAN?**
- a5 When is your maintenance renewal/expiry date ?**
- a6 Have you recently reviewed/when are you next reviewing this infrastructure?**

WLAN Wireless LAN

- b1 Which primary WLAN hardware do you use (eg Extreme, Juniper, Cisco)**
- b2 When did you last conduct a major refresh of this infrastructure/how many devices?**
- b3 Who is the reseller or supplier of this WLAN hardware?**
- b4 Who maintains the WLAN?**
- b5 When is your maintenance renewal/expiry date ?**
- b6 Have you recently reviewed/when are you next reviewing this infrastructure?**

Data Centre

- c1 Which primary data centre hardware do you use (eg Extreme, Juniper, Cisco)**
- c2 When did you last conduct a major refresh of this infrastructure/how many devices?**
- c3 Who is the reseller or supplier of this data centre hardware?**
- c4 Who maintains the data centre equipment?**
- c5 When is your contract renewal/expiry date ?**
- c6 Have you recently reviewed/when are you next reviewing this infrastructure?**
- c7 Which DC compute technology do you use? (eg HP, Lenovo, Supermicro)**
- c8 Which DC storage technology do you use? (eg netapp, dell, IBM)**

WAN/Internet Connectivity

- d1 Who provides your WAN (eg BT, Virgin)**
- d2 Who provides your internet connectivity (eg BT, Virgin)**
- d3 When is your maintenance renewal/expiry date ?**
- d4 Who provides your SD-WAN (eg Palo Alto, Meraki)**
- d5 Do you plan to introduce SD-WAN in the future?**
- d6 Have you recently reviewed/when are you next reviewing this infrastructure?**
- d7 Which hypervisor do you use (eg VMware)**

SIP

- e1 Which SIP carrier do you use (eg BT, Gamma, Virgin)**
- e2 Who provides/resells this SIP?**
- e2 How many SIP channels do you have**
- e3 When is your contract renewal/expiry date ?**
- e4 Have you recently reviewed/when are you next reviewing this service?**

Mobile

- f1 Which Mobile carrier do you use (eg Vodafone)**



- f2 Who provides/resells this service ?
- f2 How many mobile connections do you have
- f3 When is your contract renewal/expiry date ?
- f4 Have you recently reviewed/when are you next reviewing this service?

Telephony

- g1 Which phone systems do you use (eg Mitel, Avaya, 8x8)
- g2 When was the current system installed?
- g3 Is this on premise or cloud based?
- g4 How many users?
- g5 When is your contract renewal/expiry date ?
- g6 Have you recently reviewed/when are you next reviewing this service?

Teams Phone System

- h1 Do you use Microsoft for PSTN calling?
- h2 Which types of Microsoft telephony do you use (eg Calling plan, Skype, Operator Connect, Direct routing)
- h3 How many users?
- h4 If you dont currently use, are you looking to implement ?
- h5 Have you recently reviewed/when are you next reviewing this service?

Contact centre

- i1 Which contact centre systems do you use (eg Genesys, Avaya, Enghouse)
- i2 When was the current system installed?
- i3 Is this on premise or cloud based?
- i4 How many agents?
- i5 When is your contract renewal/expiry date ?
- i6 Have you recently reviewed/when are you next reviewing this service?

Answer: Please see attached Appendix 1.



We promise to work together creatively to: learn 'what matters' to everyone, achieve a better quality of life and continuously improve our services.
We care . We respect . We are inclusive

Chief Executive Officer: Lorraine Sunduza
Chair: Eileen Taylor