

Question		Response
1	LAN	
a)	Which primary LAN hardware do you use (eg Extreme, Juniper, Cisco)	Cisco
b)	When did you last conduct a major refresh of this infrastructure/how many devices?	<p>The Trust currently has six WLAN Wireless LAN devices.</p> <p>The Trust has reviewed question 1b of your request for information under the Freedom of Information Act (FOI) 2000.</p> <p>Section 21(1) of the FOI Act states: (1) Information which is reasonably accessible to the applicant otherwise than under section 1 is exempt information.</p> <p>The information requested is accessible here:</p> <p>Question 1:</p>
		https://www.elft.nhs.uk/sites/default/files/2023-11/ANON%20Response%20-%20FOI%20DA5016.pdf
c)	Who is the reseller or supplier of this LAN hardware?	<p>The Trust has reviewed question 1c of your request for information under the Freedom of Information Act (FOI) 2000.</p> <p>Section 21(1) of the FOI Act states: (1) Information which is reasonably accessible to the applicant otherwise than under section 1 is exempt information.</p> <p>The information requested is accessible here:</p> <p>Question 3:</p>
		https://www.elft.nhs.uk/sites/default/files/2023-10/FOI%20DA4820%20-%20Appendix%201.pdf
d)	Who maintains the LAN?	The Internal network team
e)	When is your maintenance renewal/expiry date ?	<p>The Trust has reviewed question 1e of your request for information under the Freedom of Information Act (FOI) 2000.</p> <p>Section 21(1) of the FOI Act states: (1) Information which is reasonably accessible to the applicant otherwise than under section 1 is exempt information.</p> <p>The information requested is accessible here:</p> <p>Question 3:</p>
		https://www.elft.nhs.uk/sites/default/files/2023-10/FOI%20DA4820%20-%20Appendix%201.pdf
f)	Have you recently reviewed/when are you next reviewing this infrastructure?	Yes
2	WLAN Wireless LAN	
a)	Which primary WLAN hardware do you use (eg Extreme, Juniper, Cisco)	Cisco
b)	When did you last conduct a major refresh of this infrastructure/how many devices?	<p>The Trust currently has six WLAN Wireless LAN devices.</p> <p>The Trust has reviewed question 2b of your request for information under the Freedom of Information Act (FOI) 2000.</p> <p>Section 21(1) of the FOI Act states: (1) Information which is reasonably accessible to the applicant otherwise than under section 1 is exempt information.</p> <p>The information requested is accessible here:</p> <p>Question 2:</p>
		https://www.elft.nhs.uk/sites/default/files/2023-11/ANON%20Response%20-%20FOI%20DA5016.pdf
c)	Who is the reseller or supplier of this WLAN hardware?	<p>The Trust has reviewed question 2c of your request for information under the Freedom of Information Act (FOI) 2000.</p> <p>Section 21(1) of the FOI Act states: (1) Information which is reasonably accessible to the applicant otherwise than under section 1 is exempt information.</p> <p>The information requested is accessible here:</p> <p>Question 3:</p>
		https://www.elft.nhs.uk/sites/default/files/2023-10/FOI%20DA4820%20-%20Appendix%201.pdf
d)	Who maintains the WLAN?	Internal network team
e)	When is your maintenance renewal/expiry date ?	<p>The Trust has reviewed question 2e of your request for information under the Freedom of Information Act (FOI) 2000.</p> <p>Section 21(1) of the FOI Act states: (1) Information which is reasonably accessible to the applicant otherwise than under section 1 is exempt information.</p> <p>The information requested is accessible here:</p> <p>Question 3:</p>
		https://www.elft.nhs.uk/sites/default/files/2023-10/FOI%20DA4820%20-%20Appendix%201.pdf
f)	Have you recently reviewed/when are you next reviewing this infrastructure?	Yes. Next review - July 2025

3	Data Centre	
a)	Which primary data centre hardware do you use (eg Extreme, Juniper, Cisco)	VMWare cloud on AWS
b)	When did you last conduct a major refresh of this infrastructure/how many devices?	2022
c)	Who is the reseller or supplier of this data centre hardware?	AWS
d)	Who maintains the data centre equipment?	AWS
e)	When is your contract renewal/expiry date ?	01 March 2026
f)	Have you recently reviewed/when are you next reviewing this infrastructure?	Yes. Next review - November 2025
g)	Which DC compute technology do you use? (eg HP, Lenovo, Supermicro)	Cisco
h)	Which DC storage technology do you use? (eg netapp, dell, IBM)	EMC
4	WAN/Internet Connectivity	
a)	Who provides your WAN (eg BT, Virgin)	The Trust has reviewed question 4a of your request for information under the Freedom of Information Act (FOI) 2000. Section 21(1) of the FOI Act states: <i>(1) Information which is reasonably accessible to the applicant otherwise than under section 1 is exempt information.</i> The information requested is accessible here: Question 3: https://www.elft.nhs.uk/sites/default/files/2023-10/FOI%20DA4820%20-%20Appendix%201.pdf
b)	Who provides your internet connectivity (eg BT, Virgin)	The Trust has reviewed question 4b of your request for information under the Freedom of Information Act (FOI) 2000. Section 21(1) of the FOI Act states: <i>(1) Information which is reasonably accessible to the applicant otherwise than under section 1 is exempt information.</i> The information requested is accessible here: Question 3: https://www.elft.nhs.uk/sites/default/files/2023-10/FOI%20DA4820%20-%20Appendix%201.pdf
c)	When is your maintenance renewal/expiry date ?	The Trust has reviewed question 4c of your request for information under the Freedom of Information Act (FOI) 2000. Section 21(1) of the FOI Act states: <i>(1) Information which is reasonably accessible to the applicant otherwise than under section 1 is exempt information.</i> The information requested is accessible here: Question 3: https://www.elft.nhs.uk/sites/default/files/2023-10/FOI%20DA4820%20-%20Appendix%201.pdf
d)	Who provides your SD-WAN (eg Palo Alto, Meraki)	VMBo2
e)	Do you plan to introduce SD-WAN in the future?	This is currently in process.
f)	Have you recently reviewed/when are you next reviewing this infrastructure?	Yes. Next review - April 2026
g)	Which hypervisor do you use (eg VMware)	VMWare
5	SIP	
a)	Which SIP carrier do you use (eg BT, Gamma, Virgin)	The Trust has reviewed question 5a of your request for information under the Freedom of Information Act (FOI) 2000. Section 21(1) of the FOI Act states: <i>(1) Information which is reasonably accessible to the applicant otherwise than under section 1 is exempt information.</i> The information requested is accessible here: Question 2: https://www.elft.nhs.uk/sites/default/files/2023-05/ANON%20Response%20-%20FOI%20DA4562.pdf
b)	Who provides/resells this SIP?	The Trust has reviewed question 5b of your request for information under the Freedom of Information Act (FOI) 2000. Section 21(1) of the FOI Act states: <i>(1) Information which is reasonably accessible to the applicant otherwise than under section 1 is exempt information.</i> The information requested is accessible here: Question 2: https://www.elft.nhs.uk/sites/default/files/2023-05/ANON%20Response%20-%20FOI%20DA4562.pdf
c)	How many SIP channels do you have	Two.
d)	When is your contract renewal/expiry date ?	27 July 2024
e)	Have you recently reviewed/when are you next reviewing this service?	Yes. Next review - April 2025

6		
Mobile		
a)	Which Mobile carrier do you use (eg Vodafone)	The Trust has reviewed question 6a of your request for information under the Freedom of Information Act (FOI) 2000. Section 21(1) of the FOI Act states: <i>(1) Information which is reasonably accessible to the applicant otherwise than under section 1 is exempt information.</i> The information requested is accessible here: Question 1:
		https://www.elft.nhs.uk/sites/default/files/2023-09/ANON%20Response%20-%20FOI%20DA4924.pdf
b)	Who provides/resells this service ?	Vodafone and EE
c)	How many mobile connections do you have	The Trust has reviewed question 6c of your request for information under the Freedom of Information Act (FOI) 2000. Section 21(1) of the FOI Act states: <i>(1) Information which is reasonably accessible to the applicant otherwise than under section 1 is exempt information.</i> The information requested is accessible here: Question 3:
		https://www.elft.nhs.uk/sites/default/files/2024-06/ANON%20Response%20-%20FOI%20DA5339.pdf
d)	When is your contract renewal/expiry date ?	The Trust has reviewed question 6d of your request for information under the Freedom of Information Act (FOI) 2000. Section 21(1) of the FOI Act states: <i>(1) Information which is reasonably accessible to the applicant otherwise than under section 1 is exempt information.</i> The information requested is accessible here: Question 6:
		https://www.elft.nhs.uk/sites/default/files/2024-06/ANON%20Response%20-%20FOI%20DA5339.pdf
e)	Have you recently reviewed/when are you next reviewing this service?	Yes. Next review - June 2025
7		
Telephony		
a)	Which phone systems do you use (eg Mitel, Avaya, 8x8)	The Trust has reviewed question 7a of your request for information under the Freedom of Information Act (FOI) 2000. Section 21(1) of the FOI Act states: <i>(1) Information which is reasonably accessible to the applicant otherwise than under section 1 is exempt information.</i> The information requested is accessible here: Question 1a:
		https://www.elft.nhs.uk/sites/default/files/2023-02/ANON%20Response%20-%20FOI%20DA4564.pdf
b)	When was the current system installed?	2018
c)	Is this on premise or cloud based?	Cloud based.
d)	How many users?	The Trust has reviewed question 7d of your request for information under the Freedom of Information Act (FOI) 2000. Section 21(1) of the FOI Act states: <i>(1) Information which is reasonably accessible to the applicant otherwise than under section 1 is exempt information.</i> The information requested is accessible here: Question 13:
		https://www.elft.nhs.uk/sites/default/files/2023-09/ANON%20Response%20-%20FOI%20DA4924.pdf
e)	When is your contract renewal/expiry date ?	The Trust has reviewed question 7e of your request for information under the Freedom of Information Act (FOI) 2000. Section 21(1) of the FOI Act states: <i>(1) Information which is reasonably accessible to the applicant otherwise than under section 1 is exempt information.</i> The information requested is accessible here: Question 1b:
		https://www.elft.nhs.uk/sites/default/files/2023-02/ANON%20Response%20-%20FOI%20DA4564.pdf
f)	Have you recently reviewed/when are you next reviewing this service?	Yes. Next review - April 2025
8		
Teams Phone System		
a)	Do you use Microsoft for PSTN calling?	Teams phone telephony
b)	Which types of Microsoft telephony do you use (eg Calling plan, Skype, Operator Connect, Direct routing)	Teams phone telephony
c)	How many users?	115
d)	If you dont currently use, are you looking to implement ?	N/A
e)	Have you recently reviewed/when are you next reviewing this service?	Yes. Next review - June 2025
9		
Contact centre		
a)	Which contact centre systems do you use (eg Genesys, Avaya, Enghouse)	Cisco
b)	When was the current system installed?	2018
c)	Is this on premise or cloud based?	Cloud
d)	How many agents?	50-75 across the entire Trust
e)	When is your contract renewal/expiry date ?	31 March 2027
f)	Have you recently reviewed/when are you next reviewing this service?	Yes Next Review - April 2025