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Request for Information Reference: 06.23.58

FOI Direct line: 01325 743700
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Email only

13th July 2023

Dear

Freedom of Information Act 2000 – Request for Information

Thank you for submitting a request for information which we received on 22nd June 2023 in relation to County Durham and Darlington NHS Foundation Trust (the Trust). Your request has been processed under the provisions of the Freedom of Information Act 2000 and I am now able to provide you with a response.

Your request was in relation to Networking Equipment and I am providing the following information in response to your specific questions:

FOI REQUEST:

EOS / EOL Networking Equipment

1. **What EOS (end of support) or EOL (end of life) networking equipment do you have in your IT estate?**

A small number of Wireless AP's and switches (L2 and L3) are out EOS. All devices will be replaced or decommissioned summer 2023.

Network Lifecycle

- 2a. **Have you conducted a network refresh in the past 36 months?**

Yes

2b. If so with which area? (eg Data Centre, Enterprise Networking, Wi-Fi, Security, Collaboration)

Enterprise Core/Edge and Wireless

2c. Which vendor/technology solution was chosen?

Cisco

2d. Which reseller/partner delivered the solution?

Softcat

2e. Who maintains the solution?

Cisco/Softcat

2f. When does the maintenance contract expire/renewal date?

Oct 2026

Have you conducted a POC (proof of concept) in the last 12 months for any of the below technology areas?

3a. Data centre (yes/no)

No

3b. Enterprise networking (yes/no)

No

3c. Wi-Fi (yes/no)

No

3d. Security (yes/no)

Yes

3e. Collaboration/Microsoft Telephony (calling plan/operator connect/direct routing (yes/no)

No

3f. Network monitoring (yes/no)

Yes

3g. Which vendor and what equipment was tested?

Cynerio, Cylera and Cyber MDX

3h. Which partner/reseller provided the POC?

IT Health

3i. Was the POC successful?

Yes

3j. Do you intend to use the solution in a live environment?

Yes

Do you plan to refresh your network in the next 24 months for any of the below technology areas:-

3a. Data centre

No

3b. Enterprise networking

No

3c. Wi-Fi

No

3d. Security (yes/no)

Please note the Trust cannot provide information about the supplier and software used for cyber security services. The Trust does have a record of the information requested, however the Trust has considered this Freedom of Information request and whether the release of information of this nature could then be used to compromise the Trust Information Systems. The Trust has concluded that, if such information was to be released, then this could potentially expose the Trust to risk of compromise. In turn, this could compromise the safety and security of patients and staff. In accordance with Section 38 of the Freedom of Information Act, where it is considered that release of such information would expose the Trust to such risks then only

information deemed to not pose a threat to the security of the Trust Information Systems will be released.

3e. Collaboration/Microsoft Telephony (yes/no)

Yes

3f. Network monitoring

No

3g. When do you plan to have the new solution implemented? (Specify date)

N/A

3h. Have you/do you intend to go to RFX for this?

N/A

3i. When do you plan to go to RFX for this?

N/A

Do you have a Cisco estate for any of the below architecture, and what technology/equipment has been implemented?:-

4a. Data centre

ACI

4b. Enterprise networking

9xxx series Switching

4c. Wi-Fi

9xxx series AP's

4d. Security

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4e. Collaboration

Cisco Call Manager

4f. Network monitoring

Yes

Cisco Support

5a How are you currently supporting your Cisco estate?

Vendor/Partner support and service

5b. Which company sells/provides you with support?

Softcat

5c. If you outsource support, for which aspects?

N/A

5d. How do you keep your equipment/software up to date?

Cisco DNA

Cisco Partner/Reseller

6a. Who is the supplier/reseller for Cisco hardware/software?

Softcat

6b. Do you have a preferred supplier agreement for Cisco hardware/software?

Yes

6c. When do these supplier agreements expire?

2028

6d. How long has the current supplier relationship existed?

10 + years

Cisco Enterprise Agreement (EA)

7a. Do you have a Cisco (EA)?

Yes

7b. When is your (EA) contract expiry/renewal date?

October 2026

7c. Who provides/resells your Cisco (EA)?

Softcat

Do you have an HP/Aruba estate for any of the below architectures, and what technology/equipment has been implemented?:-

8a. Data centre

No

8b. Enterprise networking

No

8c. Wi-Fi

No

8d. Security

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8e. Collaboration

No

8f. Network monitoring

No

HP/Aruba Support

9a How are you currently supporting your HP/Aruba estate?

N/A

9b. Which company sells/provides you with support?

N/A

9c. If you outsource support, for which aspects?

N/A

9d. How do you keep your equipment/software up to date?

N/A

HP/Aruba Partner/Reseller

10a. Who is the supplier/reseller for HP/Aruba hardware/software?

N/A

10b. Do you have a preferred supplier agreement for HP/Aruba hardware/software?

N/A

10c. When do these supplier agreements expire?

N/A

10d. How long has the current supplier relationship existed?

N/A

HP/Aruba Enterprise Agreement (EA)

N/A

11a. Do you have an HP/Aruba (EA)?

No

11b. When is your (EA) contract expiry/renewal date?

N/A

11c. Who provides/resells your HP/Aruba (EA)?

N/A

Telephony

12a. Do you have ISDN Lines?

Yes 6 x ISDN 30s Supplied by BT and in contract till August 2023

12b. Do you have PSTN Lines?

Yes 9. Supplied by BT and in contract till August 2023

12c. Do you have SIP Channels?

Yes 300 channels via 2 SBCs supplied by BT and in contract till August 2023.

12d. Have you started/completed projects to prepare for the PSTN switch-off?

Yes

12e. Which technology partner assisted in your PSTN switch-off readiness project?

BT

12f. Would you describe your organisation as entirely ready for the PSTN switch-off?

Yes

12g. PBX (phone system) Make & Model (eg Avaya, Cisco, Mitel), contractual position

Avaya Cs1000 supported by BT till August 2023, Cisco Call Manager supported by Cisco till March 2024

12h. Who maintains your PBX (phone system)

Avaya Cs1000 supported by BT, Cisco Call Manager supported by Cisco

12i. How long has the relationship with the maintainer been in place?

BT approximately 12 years, Cisco approximately 5 years

12j. Are you considering or interested in Microsoft Telephony (eg Calling Plans, Direct Routing, Operator connect)?

No

In line with the Information Commissioner's directive on the disclosure of information under the Freedom of Information Act 2000 your request will form part of our disclosure log on the Trust's website. However please be assured that we anonymise all responses prior to adding them to the disclosure log.

I hope that this response has provided you with the information you had requested. If you have any queries or wish to discuss the information supplied, please do not hesitate to contact me by telephone or in writing. If however, you are dissatisfied with the way in which your request has been handled and would like an internal review, you will need to contact me in writing at the above address or via cdda-tr.cddftfoi@nhs.

If you remain dissatisfied with our response following an internal review you have the right to appeal to The Information Commissioner at Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF. More information is available on their website; www.ico.gov.uk.

Yours sincerely

Corporate Records and Freedom of Information Facilitator