

Freedom of Information Request: Our Reference CTMUHB_505_21

You asked:

Telephony and UC/ Collaboration

1. Please confirm the manufacturer of your telephony system(s) that are currently in place

MITEL, HiPath 4k (DECT) and Cisco Call Manager (this has been inherited from Abertawe Bro Morgannwg University Health Board (ABMUHB) (now Swansea Bay University Health Board (SBUHB)) following the boundary change in April 2019. For information relating to the previous ABMUHB you will need to contact FOIA.Requests@wales.nhs.uk

2. When was the installation date of your telephony equipment?

MITEL 2017, HiPath 4k 2012 and CCM Not known (as above).

3. When is your contract renewal date?

MITEL 2022, HiPath 4k 2022 and CCM (as above).

4. Who maintains your telephony system(s)?

DAISY and SBUHB (through a Service Level Agreement (SLA)).

5. Please confirm the value of the initial project

GBP£700k (approx.), HiPath (part of Mitel contract), CCM (through SBUHB SLA).

6. Please confirm the total ongoing annual spend on telephony

Maintel - £107000 + vat.

7. Please confirm the annual support cost for your telephony system

Daisy - £112000 + vat.

8. Do you use Unified Communications or Collaboration tools, if so which ones?

Microsoft Teams and O365.

Contact Centre

1. Please confirm the manufacturer of your contact centre system(s) that are currently in place?

Liberty NetCall and MITEL IVR System

2. When was the installation date of your contact centre infrastructure?

Liberty – 2015 and MITEL 2017.

3. When is your contract renewal date?

Liberty 2022 and MITEL 2022.

4. Who maintains your contact centre system(s)?

Liberty Netcall and Daisy.

5. Please confirm value of the initial project?

Netcall – £49340 + vat.

6. Please confirm the value of annual support/maintenance services (in £)? And overall annual spend for the contact centre

Netcall - £10672 + vat; Daisy £112000 (as in 7 above).

7. How many contact centre agents do you have?

50 agents plus.

8. Do agents work from home? Or just your offices?

Just from our offices.

9. Do you use a CRM in the contact centre? What platform is used?

No.

10. Do you use a knowledge base / knowledge management platform? What platform is used?

No.

Connectivity and Network Services

1. Who provides your WAN and internet connectivity and the annual spend on each

WAN by BT PSBA and Internet Via BT WiFi.

2. Have you, or do you plan to deploy SD Wan services

Yes, but still in early planning stage.

3. Have you got SIP trunks, if so who from and confirm annual spend

Maintel - GAMMA SIP - £18195 + vat.

4. Please confirm who provides your LAN, WIFI and Security infrastructure

BT.

5. Please confirm your annual spend on each

eWan maintenance - £73140 + vat.

6. Please confirm your data centre switching and security infrastructure and have you deployed cloud based security and threat management

Cwm Taf Morgannwg University Health Board neither confirms nor denies that it holds information falling within the confines of your request. The duty in s.1(1)(a) of the Freedom of Information Act 2000 does not apply, by virtue of s.31(1)(a), and s.38(1)(a)&(b) of the Freedom of Information Act 2000. These sections exempt us from our duty to say whether or not we hold the information you asked for. This should not be taken as an indication that the information you requested is or is not held by the organisation.

Cwm Taf Morgannwg University Health Board recognises its duty to protect the public and individuals, and we will not jeopardise this duty by confirming or denying if we hold information as, in our opinion, this would weaken our ability to protect our patients, staff and other service users.

Confirming or denying whether any information is held would reveal details about our security measures into the public domain and could make this information accessible to criminals and cyber terrorists and subsequently compromise public and individual safety. The Health Boards protective security measures that exist are there to protect our systems which are used to directly assist with the provision of patient care. It has been established that anyone who may be planning cyber-attacks are known to conduct extensive research into the opposition they might face, and confirming or denying whether any information is held about the security of our systems, no matter how innocent such requests may appear, may enhance the capability of cyber terrorists and hackers to carry out such attacks.

Confirming or denying whether any information is held could enable hackers and cyber criminals to gain knowledge about the Health Boards capabilities and IT security measures, and this could enable them to plan attacks where they perceive a lower level of security resource exists. This exposes our IT systems to greater risk and therefore, constitutes a risk to both public and staff, as our systems are used to provide patient care.

However, by neither confirming nor denying that any information is held, those with the inclination to commit cybercrime will not have access to knowledge about any increase of threat to specific areas or individuals, and

they will be prevented from exploiting such information in order to target those areas or individuals.

Section 31 – Law Enforcement of the Act states that:

31(1) Information which is not exempt information by virtue of section 30 is exempt information if its disclosure under this Act would, or would be likely to, prejudice – (a) the prevention or detection of crime

Section 38(2) – Health and Safety of the Act – states that:

38(1) Information is exempt information if its disclosure under this Act would, or would be likely to –

(a) endanger the physical or mental health of any individual, or

(b) endanger the safety of any individual.

(2) The duty to confirm or deny does not arise if, or to the extent that, compliance with section 1(1)(a) would, or would be likely to, have either of the effects mentioned in subsection (1).

The UHB therefore believes that the greater public interest in neither confirming or denying outweighs any arguments for disclosure.

Organisation

1. How many employees do you have overall within your organisation?

Circa 14,000.

2. Can you provide contact details for your procurement lead / category manager for these services?

[NHS Wales Shared Services Partnership](#) (NWSSP) provides procurement services for all Wales NHS Health Boards.

They can be contacted at the following address:

shared.services@wales.nhs.uk

3. Can you provide names and contact details for the following people within your organisation?

- CIO / IT Director – Andrew.Nelson3@wales.nhs.uk
- Head of IT – Assistant Director of ICT – Karen.Winder@wales.nhs.uk
- Head of Digital Transformation – n/a
- Head of Customer services – n/a

Please note, personal Information is held by Data Controllers on the basis of the exercise of functions identified in the formal notification to the Information Commissioner. Any processing of that personal information outside of those functions may be unlawful. Furthermore, the General Data Protection regulation and Data Protection Act 2018 makes provision for a data subject to exercise a right to prevent processing in particular circumstances. The data subject shall

have the right to object, on grounds relating to his or her particular situation, at any time to processing of personal data concerning him or her which is based on point (e) or (f) of Article 6(1), including profiling based on those provisions where personal data are processed for direct marketing purposes.

We can confirm that the individuals captured by this request have stated that they do not wish their personal data to be used for direct marketing purposes.