

## **Freedom of Information Request: Our Reference CTMUHB\_257\_23**

### **You asked:**

#### **EOS / EOL Networking Equipment**

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

In accordance with the Freedom of Information Act 2000, this acts as a Refusal Notice under section 17 of the Act.

Cwm Taf Morgannwg University Health Board has deemed that the information requested is exempt from disclosure under Section 31(1)(a) and Section 38(1)(a)&(b) of the Freedom of Information Act 2000 (the Act).

The University Health Board (UHB) recognises its duty to protect the public and individuals, and we will not jeopardise this duty by providing this information. In our opinion, this would weaken our ability to protect our patients, staff and other service users. We have also considered the harm which will or will be likely to arise from the release of this information along with information already in the public domain.

Section 31(1)(a) of the Act provides that information which is not exempt by virtue of Section 30 (criminal investigations and proceedings) is exempt if its disclosure would, or would be likely to, prejudice the prevention or detection of crime. In guidance, the Information Commissioner's Office has advised that Section 31 amongst other things, prevents information being disclosed that would increase the risk of the law being broken. In addition, it can be claimed by any public authority.

Revealing system details into the public domain would make this information accessible to criminals and cyber terrorists and subsequently compromise public and individual safety.

Section 38(1)(b) – endanger the safety of any individual. Providing this information 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.

The UHB is relying upon these exemptions as it considers that releasing this information about our IT systems, would in the present climate, make it more vulnerable to crime.

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 – 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).*

Therefore, the UHB considers that the public interest in withholding the information outweighs any arguments for disclosure, therefore protecting the Health Board from potential criminal activity.

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### **Network Lifecycle**

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

Yes, there is an ongoing program to replace hardware.

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

Networking.

#### **2c. Which vendor/technology solution was chosen?**

Cisco switches and firewalls.

#### **2d. Which reseller/partner delivered the solution?**

Hardware was purchased via CAE.

#### **2e. Who maintains the solution?**

Current hardware maintenance is with CAE.

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

Maintenance contract expires in August 2023, and a 3 year tender is currently out to market.

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

**3a. Data centre** - No.

**3b. Enterprise networking** - No.

**3c. Wi-Fi** - No.

**3d. Security** - No.

**3e. Collaboration/Microsoft Telephony (calling plan/operator connect/direct routing** - No.

**3f. Network monitoring** - No.

**3g. Which vendor and what equipment was tested?** - N/A.

**3h. Which partner/reseller provided the POC?** - N/A.

**3i. Was the POC successful?** - N/A.

**3j. Do you intend to use the solution in a live environment?** - N/A.

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### **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** - Yes.

**3c. Wi-Fi** – Yes.

**3d. Security** – Yes.

**3e. Collaboration/Microsoft Telephony** – No.

**3f. Network monitoring** – No.

**3g. When do you plan to have the new solution implemented?** - No direct timescales

**3h. Have you/do you intend to go to RFX for this?** - No.

**3i. When do you plan to go to RFX for this?** - N/A at this time

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

**4a. Data centre**

**4b. Enterprise networking**

**4c. Wi-Fi**

**4d. Security**

(4a – 4d) Please see response to question 1a.

**4e. Collaboration** - N/A.

**4f. Network monitoring** - Common Services Platform Collector.

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### **Cisco Support**

**5a. How are you currently supporting your Cisco estate?** - Maintenance contact.

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

**5c. If you outsource support, for which aspects?** - Hardware maintenance, professional services.

**5d. How do you keep your equipment/software up to date?** - Regular patching.

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### **Cisco Partner/Reseller**

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

**6b. Do you have a preferred supplier agreement for Cisco hardware/software?** - CAE, through a framework competition.

**6c. When do these supplier agreements expire?** – N/A.

**6d. How long has the current supplier relationship existed?** - Approx 3 years.

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### **Cisco Enterprise Agreement (EA)**

**7a. Do you have a Cisco (EA)?** – No.

**7b. When is your (EA) contract expiry/renewal date?** – N/A.

**7c. Who provides/resells your Cisco (EA)?** – N/A.

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

**8a. Data centre**

**8b. Enterprise networking**

**8c. Wi-Fi**

**8d. Security**

**8e. Collaboration**

**8f. Network monitoring**

(8a – 8f) N/A.

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### **HP/Aruba Support**

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

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

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

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

(9a – 9d) N/A.

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### **HP/Aruba Partner/Reseller**

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

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

**10c. When do these supplier agreements expire?**

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

(10a – 10d) N/A.

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### **HP/Aruba Enterprise Agreement (EA)**

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

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

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

(11a – 11c) N/A.

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### **Telephony**

**12a. Do you have ISDN Lines?– Supplier, quantity (lines), contractual position** - 6 x iSDN30e supplied by BT, supported by Maintel.

**12b. Do you have PSTN Lines? – Supplier, quantity (lines), contractual position.** - PSTN line approx. 169 also supplied by BT, all maintained by Maintel.

**12c. Do you have SIP Channels? - Supplier, quantity (channels), contractual position.** - Our SiP provider is Maintel (Gamma) RGH has 60 PCH has 90. Currently out to tender

**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?** - No one, all done In-House

**12f. Would you describe your organisation as entirely ready for the PSTN switch-off?** – No.

**12g. PBX (phone system) Make & Model (eg Avaya, Cisco, Mitel), contractual position** - Mitel MiVB and Unify HiPath 4K. 1 year left on current contract.

**12h. Who maintains your PBX (phone system)** – Daisy.

**12i. How long has the relationship with the maintainer been in place?** - 6 years.

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