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Bwrdd Iechyd Prifysgol
Cwm Taf Morgannwg
University Health Board



Freedom of Information Request: Our Reference CTMUHB_237_26

You asked:

I am writing to make a request under the Freedom of Information Act 2000 as part of my data collection efforts for personal educational studies. Please treat this as a formal request for recorded information held by Cwm Taf Morgannwg University Health Board

I am requesting information relating to your organisation's IT infrastructure, digital maturity, staffing, contracts and technology spend. To assist in processing this request efficiently, I have structured it into clearly numbered sections below.

SECTION 1 – IT BUDGET AND SPEND

1.1 What is your organisation's total annual IT / digital technology budget for the current financial year (or most recently completed financial year)? Please break this down into:

- (a) Capital expenditure (CapEx)
- (b) Operational expenditure (OpEx)

CapEx for the full year 25/26 (April 25 to March 26) was £13.8 million.

1.2 What proportion of your total organisational budget does IT / digital technology represent (as a percentage)?

£20.6 million.

1.3 Is there a separate cyber security budget? If so, what is its value?

No separate cyber security budget.

1.4 Please provide the name(s) of any Commissioning Support Units (CSUs) or managed service partners that manage IT expenditure on your behalf, if applicable.

N/A.

SECTION 2 – IT STAFFING

2.1 How many whole-time equivalent (WTE) staff are directly employed in IT, digital or technology roles within your organisation?

167.

2.2 Please provide a breakdown of IT staff by job role or band (e.g. Agenda for Change band or equivalent). Specific names are not required.

Please see attachment 1.

2.3 Does your organisation have the following named roles in post? (Please answer Yes / No / Vacant for each):

(a) Chief Information Officer (CIO) or equivalent

No.

(b) Chief Digital Officer (CDO) or equivalent

No.

(c) Chief Technology Officer (CTO) or equivalent

No.

(d) Chief Information Security Officer (CISO) or equivalent

Yes.

(e) IT Director / Head of IT

Yes.

(f) Digital Transformation Lead or equivalent

Yes.

2.4 How many IT staff are employed via third-party contractors or agency arrangements? What is the approximate annual spend on these arrangements?

12 Contractors

£451,509.17 + VAT

SECTION 3 — SERVER AND COMPUTE INFRASTRUCTURE

3.1 Does your organisation operate on-premise server infrastructure? If yes:

(a) What is the approximate number of physical servers in operation?

115.

(b) What server vendors / manufacturers does your organisation use (e.g. Dell, HPE, Lenovo, Cisco UCS)?

Dell.

(c) What is the approximate age profile of your server estate (e.g. percentage under 3 years, 3–5 years, over 5 years old)?

Under 3 years - 20%, 3-5 years - 65%, over 5 years old - 15%.

3.2 Does your organisation use virtualisation technologies? If yes, which platform(s) (e.g. VMware, Microsoft Hyper-V, Nutanix)?

VMWare.

3.3 Does your organisation use hyperconverged infrastructure (HCI)? If yes, which vendor(s)?

Dell.

3.4 Does your organisation use cloud computing services (not including office 365)?

No.

If yes:

(a) Which cloud provider(s) do you use (e.g. AWS, Microsoft Azure, Google Cloud, other)?

(b) Approximately what proportion of your workloads are cloud-hosted vs on-premise?

(c) What is the approximate annual cloud spend?

N/A.

SECTION 4 — STORAGE INFRASTRUCTURE

4.1 What storage platform(s) does your organisation use (e.g. NetApp, Dell EMC, Pure Storage, HPE, IBM)?

Dell.

4.2 What is the approximate total usable storage capacity across your estate (in TB or PB)?

950TB.

4.3 What is the approximate age of your primary storage estate?

3 years.

5.1 What backup software solution(s) does your organisation currently use (e.g. Veeam, Commvault, Veritas NetBackup, Cohesity, Rublik, Zerto)?

Commvault.

5.2 What is your backup target infrastructure (e.g. on-premise disk, tape, cloud)?

Disk.

5.3 Does your organisation have a documented Disaster Recovery (DR) plan? When was it last tested?

We have a DR plan for servers and we have partially tested it.

5.4 What is the current Recovery Point Objective (RPO) and Recovery Time Objective (RTO) for your critical clinical systems?

RPO is 60 minutes recovery for critical systems and RTO varies depending on recovery type.

5.5 Does your organisation use an offsite or cloud-based backup solution? If yes, which provider?

No.

SECTION 6 — NETWORKING AND END-USER COMPUTING

6.1 Who provides your Wide Area Network (WAN) and/or internet connectivity services?

PSBA (BT).

6.2 What network equipment vendors does your organisation use (e.g. Cisco, Juniper, Aruba, Palo Alto)?

Cisco.

6.3 What is the approximate number of end-user devices (laptops, desktops, tablets) in your organisation?

17,000.

SECTION 7 — SOFTWARE, LICENSING AND KEY CLINICAL SYSTEMS

7.1 What is your current Electronic Patient Record (EPR) / Electronic Health Record (EHR) system? Please provide the vendor name and product.

N/A.

7.2 What Patient Administration System (PAS) does your organisation use?

WPAS.

7.3 Does your organisation use a Picture Archiving and Communication System (PACS) / radiology imaging system? If yes, which vendor and product?

Philips Vue PACS – Philips.

7.4 Does your organisation have a Microsoft Enterprise Agreement (or equivalent) in place? When is this due for renewal?

Yes – 1 July 2026.

7.5 What is the approximate annual spend on software licences across the organisation?

The Health Board does not hold this information in a single, centrally recorded format.

Software licences are procured and managed across a number of directorates and departments, including Digital, Workforce, and individual service areas. As such, there is no consolidated dataset that captures the total annual spend on software licences across the organisation.

To provide an accurate and complete response would require the Health Board to identify and extract information from multiple systems and budget holders across the organisation. This would exceed the appropriate limit as defined under Section 12 of the Freedom of Information Act 2000. Therefore we are unable to provide.

7.6 Please list any other significant enterprise IT contracts (by contract type / system category – e.g. HR, finance, workforce management) with approximate annual values where held.

The Health Board holds some information on individual systems and contracts; however, this information is not maintained as a complete or centralised register of enterprise IT contracts. Please refer to question 7.5 above - contracts may be held and managed across different departments and budgets, and there is no single source that records all enterprise IT contracts categorised by system type.

However, to assist you with your request the Health Board has provided below a list of systems and associated approximate annual costs where easily identified; however, it should be noted that this is not a complete list and may not capture all relevant contracts.

System / Supplier	Category	Approx. Annual Spend
Oracle (including Qlik Sense)	Finance / Reporting	£244,063
Allocate	Workforce Management	£243,616
IBM (ESR)	HR / Payroll	£619,096
Civica UK	Finance / Systems	£118,972
Clevry	Recruitment	£19,800
Patchwork	Workforce / Bank Staffing	£25,000
Locums Nest	Workforce	£141,297

Please note - These figures are based on information held within specific departments. They do not represent the totality of IT contracts/spend across the Health Board.

SECTION 8 – WARRANTIES, CONTRACTS AND PROCUREMENT

8.1 For your primary server, storage and network infrastructure, are vendor warranties and/or third-party maintenance contracts in place?

Please provide:

(a) The type of coverage (vendor warranty, third-party maintenance, or both)

Vendor warranty & maintenance support.

(b) The name of the maintenance provider(s), if applicable

Dell.

(c) Approximate contract expiry dates where held

Phased between 2027 and 2030.

8.2 What procurement frameworks does your organisation use for IT hardware and services (e.g. Crown Commercial Service, NHS Shared Business Services, G-Cloud, Tech Products 4)?

CCS, NPS, CTM-CCS, NHS SBS, Apple, G-Cloud.

8.3 Are any significant IT contracts due for renewal within the next 24 months? Please provide contract category (not necessarily full commercial detail).

Trustmarque – Microsoft Server & Cloud SCE (renewal 01/01/2027)

Civica Dudley – CITO (renewal 11/03/2027)

Net Consulting – Aternity (renewal 01/07/2026)

BT – PSBA (renewal 14/07/2027)

9.1 Has your organisation completed a Digital Maturity Assessment (DMA) or equivalent framework in the last two years?

No.

If so:

(a) Which assessment framework was used (e.g. NHS England DMA, HIMSS EMRAM, Other)?

(b) What overall maturity score or rating was achieved?

N/A.

9.2 Does your organisation have a current Digital / IT Strategy? If so, what is the publication or approval date?

Yes, the current digital strategy is in the CTMUHB Three Year Plan 2023-2026 published in 2023.

9.3 Has your organisation achieved or is actively working towards any recognised digital accreditations (e.g. HIMSS Level, NHS Digital aspirant status, Cyber Essentials Plus)?

No.

9.4 What are the top three stated digital priorities for your organisation in the current or next financial year?

Priority 1: Strengthen Digital Infrastructure, Cyber Resilience & Digital Service Management

Priority 2: Progress and Complete the Major System Replacement and Upgrades

Priority 3: Enhance Data, Analytics & Intelligence

Priority 4: Deliver Major Transformation Programmes

Priority 5: Grow Digital Literacy & Business Change Capacity