

<b>1. Do you have a disaster recovery strategy/business continuity plan?</b>	<b>Yes/No</b>	<b>Supplier</b>
	Yes	Developed internally

<b>2: For each device detailed below please provide the requested information</b>	<b>Average age of product [Years]</b>	<b>Number of devices across your organisation</b>	<b>Main supplier</b>	<b>Annual spend 2022/2023 [£]</b>	<b>Contract end date</b>	<b>Average length of contract [Years]</b>	<b>Additional notes</b>
Smartphones	4 years	4,718	EE	£207,204.00	27/03/2026		The UHB does not hold a separate figure for smartphones. Therefore, the spend provided is for all telephone call charges
Laptops	4 years	4,456	Dell	£468,304.00	No contract	Not applicable	
PCs	4 years	5,231	Dell	£429,462.00	No contract	Not applicable	
Tablets	4 years	872	Various suppliers based on competitive pricing	£124,602.00	No contract	Not applicable	Mainly Surface Pro + iPads
Other (please specify):							

<b>3: Does your trust have a hosting supplier?</b>	<b>Main Supplier</b>	<b>Total annual spend 2023/24 [£]</b>	<b>Contract end date</b>	<b>Additional notes</b>
<b>DEFINITION:</b> Web hosting is an online service that makes your website's content accessible on the internet. When you purchase a hosting plan, you are renting space on a physical server to store all the website's files and data.	Digital Health and Care Wales (DHCW)	£1,362.00	31/03/2025	Nationally provided service. SLA with DHCW

<b>4: Does your trust use a data warehouse?</b>	<b>Main Supplier</b>	<b>Total annual spend 2023/24 [£]</b>	<b>Contract end date</b>	<b>Additional notes</b>
<b>DEFINITION:</b> A data warehouse is a central repository of information that can be analyzed to make more informed decisions. Data flows into a data warehouse from transactional systems, relational databases, and other sources, typically on a regular cadence.	Internal (Microsoft SQL)	£216,126.00	30/06/2025	The spend provided is for all SQL licence costs with the UHB, for the period July 2024 to June 2025

<b>5: Does your trust have a service desk?</b>	<b>Main Supplier</b>	<b>Total annual spend 2023/24 [£]</b>	<b>Contract end date</b>	<b>Additional notes</b>
<b>DEFINITION:</b> The single point of contact between the service provider and the users. A typical service desk manages incidents and service requests, and also handles communication with the users	FreshService	£128,435.33	29/03/2025	

<b>6: Does your trust use a help desk?</b>	<b>Internal/external</b>	<b>Main Supplier</b>	<b>Total annual spend 2023/24 [£]</b>	<b>Contract end date</b>	<b>Additional notes</b>
<b>DEFINITION:</b> a service provided by a company to help customers when they have problems with products they have bought	Internal	Not applicable	£300,000.00	Not applicable	The spend provided is for internal staff costs