

Reference:	FOI.7547.22
Subject:	Communications and services
Date of Request:	29 November 2021

Requested:

Telephony and UC/ Collaboration

1. Please confirm the manufacturer of your telephony system(s) that are currently in place
2. When was the installation date of your telephony equipment?
3. When is your contract renewal date?
4. Who maintains your telephony system(s)?
5. Please confirm the value of the initial project
6. Please confirm the total ongoing annual spend on telephony
7. Please confirm the annual support cost for your telephony system
8. Do you use Unified Communications or Collaboration tools, if so which ones?

Contact Centre

9. Please confirm the manufacturer of your contact centre system(s) that are currently in place?
10. When was the installation date of your contact centre infrastructure?
11. When is your contract renewal date?
12. Who maintains your contact centre system(s)?
13. Please confirm value of the initial project?
14. Please confirm the value of annual support/maintenance services (in £)? And overall annual spend for the contact centre
15. How many contact centre agents do you have?
16. Do agents work from home? Or just your offices?
17. Do you use a CRM in the contact centre? What platform is used?
18. Do you use a knowledge base / knowledge management platform? What platform is used?

Connectivity and Network Services

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

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

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

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

23. Please confirm your annual spend on each

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

Organisation

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

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

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

- CIO / IT Director
- Head of IT
- Head of Digital Transformation
- Head of Customer services

Response:

Hywel Dda University Health Board (UHS) has applied a section 21 exemption of the Freedom of Information Act 2000 (FoIA) to the following questions, as explained below:

1 to 5

8 to 10

12 to 18

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As this information is already within the public domain, a section 21 exemption applies as the information is accessible by another means. The UHB has answered a similar Freedom of Information request, FOI.3479.20, which is available on our disclosure log.

For ease of reference please click on the attached link, which will take you directly to the UHB's disclosure log webpage:

[Disclosure Log - Hywel Dda University Health Board \(nhs.wales\)](https://www.nhs.uk/disclosure-log)

A Section 43 exemption of the FoIA has been applied for questions 7, 19 and 21, as explained below.

As the annual spend for the services requested from the UHB relates to third parties, the UHB considers that Section 43 of the FoIA applies, as answering would be Prejudicial to their Commercial Interests. Section 43(2) exempts information, disclosure of which would or would be

likely to prejudice the commercial interests of any person, in this case the provider listed above. Commercial interests may be prejudiced where disclosure would, or would be likely to:

- Weaken a company's position in a competitive environment by revealing market sensitive information or information of potential usefulness to its competitors
- Damage a company's business reputation or the confidence that customers/users, suppliers or investors may have in it.

This exemption is qualified; therefore, even if information falls within Section 43, public authorities must then apply the public interest test set out in Section 2(2)(b).

The information can only be withheld if the public interest in maintaining the exemption outweighs the public interest in disclosure.

The UHB has therefore considered the following:

In favour of disclosure: There is a public interest in transparency and in the accountability of public funds. Furthermore, it is in the public's interest that public funds be used effectively and that public sector bodies obtain the best value for money when contracting for the provision of services. Private sector bodies engaging in commercial activities with the public sector must expect some information about those activities to be disclosed.

Against Disclosure: Disclosure of this information would have a direct impact and cause substantial harm to the suppliers, as it would disclose their pricing and products/services provided to the UHB, and it would be likely that this would damage their ability to work within a highly competitive sector. The information being requested is likely to be used by their competitors to gain a competitive advantage.

Decision: It has therefore been decided, due to the reasons detailed above that releasing the information under the FoIA, to which the UHB is subject, will give an unfair advantage to the suppliers' competitors. The UHB believes that there is wider established public interest in companies not being prejudiced merely because they have contracted with a public sector body, and that there is a public interest in ensuring that there is competition for public sector contracts.

The UHB considers that the public interest in withholding the annual fees for the services is greater than the interests in disclosing it and thereby giving unfair commercial advantage to competitors of the companies to which this information concerns.

A Section 31 exemption of the FoIA has been applied for questions 22 and 24, as explained below.

The UHB is unable to provide the information requested, as it has deemed that this information is exempt from disclosure under Section 31(1)(a) of the FoIA. The UHB has also considered the "mosaic effect"; 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 FoIA 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. The Information Commissioner's Office (ICO) guidance advises 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. The UHB is relying upon this exemption as it considers that releasing this information about our security infrastructure, would in the present climate, make it more vulnerable to crime.

Section 31(3) of the Act provides that the duty to confirm or deny does not arise in relation to this information.

Section 31 of the Act is nevertheless subject to the public interest test.

In **favour of disclosure**: The UHB has a duty to maintain openness and transparency in all its activities, which will help to maintain public trust in the UHB.

Against disclosure: By releasing the information, the UHB would be vulnerable to this being used for crime, which potentially could compromise the security of both patient and staff information, whilst causing disruption to the flow of information through the UHB systems impacting on patient care and safety. There is a clear public interest in protecting society and the UHB from the impact of crime.

Decision: The UHB considers that the public interest in withholding the information is greater than the interest in disclosing which protects the UHB from potential criminal activity.

The UHB provides the information requested below that is not covered within the Freedom of Information response in the public domain or those that are exempt from disclosure as detailed above.

Telephony and UC/ Collaboration

6. The UHB confirms that the annual ongoing total spend on telephony is £1,164,684.00.

Contact Centre

11. The UHB confirms its contact centre contract renewal date is 24 March 2022.

Connectivity and Network Services

19. The UHB confirms that the Wide Area Network (WAN) and connectivity are provided by BT. A Section 43 exemption has been applied to the annual spend.

20. The UHB confirms that it does plan to deploy Software Defined Wide Area Network (SD-WAN) services.

21. The UHB confirms that it does have Session Initiation Protocol (SIP) trunk which is provided by Maintel. A Section 43 exemption has been applied to the annual spend.

23. The UHB does not hold the data in the manner required and is unable to separate the spend on each area due to the integration nature of our infrastructure.

Organisation

25. The UHB confirms that the current number of Whole Time Equivalent (WTE) employees is 9,962 as recorded on the UHB's Electronic Staff Record system (ESR).

27. The UHB provides the names and contact details requested below:

Anthony Tracey, Digital Director: Anthony.Tracey@wales.nhs.uk

Paul Solloway, Head of Information Technology (IT): paul.solloway@wales.nhs.uk

Carolyn Williams, Head of Digital Innovation & Transformation: Carolyn.j.williams@wales.nhs.uk

The UHB does not have a position for Head of Customer Services.