

<b>Reference:</b>	FOI.16402.25
<b>Subject:</b>	IT service delivery models
<b>Date of Request:</b>	20 January 2025

**Requested:**

1. Current IT Service Model – Is your IT delivery primarily in-house, outsourced, or a hybrid approach, and if not delivered in-house, who provides this service?
2. Major IT Contracts – Key details of significant IT service contracts (including scope, value, end date and any options for extension or renegotiation).
3. Future IT Plans – Any strategic plans or considerations for changing IT delivery models (e.g., outsourcing, in-sourcing, multi-sourcing).

**Response:**

Hywel Dda University Health Board (UHB) holds a number of significant contracts with NHS Wales Shared Services Partnership (NWSSP) as part of the UHB's hybrid working approach. As information relating to such contracts is available from NWSSP, we recommend that you redirect your request to the Freedom of Information Team in NWSSP. Contact details are as follows:

NWSSP  
Information Governance Manager  
4-5 Charnwood Court  
Heol Billingsley  
Parc Nantgarw  
Cardiff  
CF15 7QZ.

Email - [shared.services@wales.nhs.uk](mailto:shared.services@wales.nhs.uk)

1. Hywel Dda University Health Board (UHB) is unable to provide you with all of the information requested, as it is estimated that the cost of answering your request would exceed the "appropriate limit" as stated in the Freedom of Information Act 2000 and the Data Protection (Appropriate Limit and Fees) Regulations 2004. The "appropriate limit" represents the estimated cost of one person spending 18 hours (or 2½ working days) in determining whether the UHB holds the information, and locating, retrieving and extracting the information.

The UHB operates a number of different IT systems, and as the information requested is not collated and recorded centrally, the UHB would need to undertake a manual audit of all of its IT systems, to identify any information that may fulfil your request.

The UHB is therefore applying an exemption under Section 12 of the Freedom of Information Act 2000 (FoIA), which provides an exemption from a public authority's obligation to comply with a request for information where the cost of compliance is estimated to exceed the appropriate limit.

However, under Section 16 of the FoIA, the UHB has a duty to provide advice and assistance so far as it is reasonable to individuals who have made a request under the FoIA. Therefore, the UHB can inform you that the IT service model delivered is via a hybrid approach, utilising

both internal IT systems and outsourcing to industry or to Digital Health and Care Wales (DHCW). The UHB provides the accessible information it holds within the table below.

Title	Supplier
Now Signage	Now Signage
Allocate - e-rostering	RLDatix
People Safe	People Safe
Medoptimise	First Databank
Condeco	Condeco
Intouch	Vital Hib
EHR - CITO	CIVICA
Dental PAS	Carestream
Decisions Software	Decisions
Medilogik Endoscopy	<a href="https://www.medilogik.co.uk/">https://www.medilogik.co.uk/</a>
M365	Microsoft
Fresh Service	Fresh Works
Liberty	Netcall

2. The UHB considers that Section 43 of the FoIA applies to the contract values of the requested information, as answering would be prejudicial to commercial interests. Section 43(2) exempts information, where disclosure would or would be likely to prejudice the commercial interests of any company. 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 the contract values being requested, when used in conjunction with other information accessible within the public domain, could result in competing companies gaining a competitive advantage, weakening their position in a competitive environment. It is not within the expectation of the contract holder that their individual contract details would be released into the public domain, and this in turn could impact negatively on the UHB’s relationship with them, thus affecting our service delivery.

**Decision:** - The UHB has considered that releasing contract values under the FOIA, to which the UHB is subject, would impede upon the UHB’s relationship with the contracted provider, as it could weaken their position in a competitive environment by revealing market sensitive information or information of potential usefulness to its 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 protecting its relationship with its contracted partners.

Therefore, the public interest in withholding the contract information is greater than the interests in disclosing it and thereby giving unfair commercial advantage to competitors of the contractors to which this information concerns.

However, whilst operating in accordance with the Section 45 Freedom of Information Code of Practice, the UHB has a duty to provide advice and assistance. Therefore, the UHB provides the information that does not fall within the scope of the Section 43 exemption below.

The UHB provides a list of significant digital contracts it holds within the table below, including the service name, type of service, supplier, contract end date and any option for extension.

<b>System/Service Name</b>	<b>Supplier</b>	<b>Scope</b>	<b>Contract end date</b>	<b>Option to extend</b>
CITO EDRMS	CIVICA	Electronic Document & Records Management System	31/03/2025	No
Citrix Subscription Costs	Computacenter	App delivery	13/12/2025	No
Aruba Asset Tracking - Meridian	TrustMarque	Asset Tracking	31/03/2025	No
Patients Know Best	Patients Know Best	Patient Portal	30/11/2025	No
T-PRO Digital Dictation	Norty Ltd	Digital Dictation	30/03/2025	No
Clinical Systems	DHCW	On-premise servers	Annual Contract	Yes
Microsoft Enterprise Agreement	DHCW	Electronic Document & Records Management System	Annual Contract	Yes

The UHB also has cyber security related products and can inform you that the UHB procured its current web filter from Softcat PLC. The UHB is unable to provide the information requested for its cyber security related products, as it has deemed that the information requested 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. In Guidance, the Information Commissioner's Office (ICO) 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.

The UHB is relying upon this exemption as it considers that releasing information about its current web filter, would in the present climate, make it more vulnerable to crime.

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

Section 31 of the FoIA is subject to the public interest test.

**In favour of disclosure:** There is a legitimate public interest in transparency and accountability of the ways in which public bodies operate and manage their services and operational functions. Disclosure would demonstrate that the UHB takes its duties and responsibilities seriously. 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:** The UHB requires the ability to operate and manage services and operational functions. By releasing the requested information, the UHB would provide attackers with valuable information regarding the configuration of our systems and be vulnerable to this being used for crime. This could potentially 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. The UHB has given consideration to a previous cyber-attack within the NHS, details of which are already in the public domain.

**Decision:** The UHB considers that the public interest in withholding the information is greater than the interest in disclosing. Disclosing the requested information regarding our current web filter will provide attackers with valuable information regarding the configuration of our IT systems, that will enable targeted research to compromise the integrity and confidentiality of our systems containing public information. This would cause disruption to the flow of information through the UHB systems, impacting on patient care and safety.

3. The UHB has recently announced the procurement of a strategic partner, which was awarded to CGI. Work is underway with CGI to define the UHB's digital strategy for the next ten (10) years. However, the UHB has no immediate plans to change sourcing models in the interim period.