

<b>Reference:</b>	FOI.14569.24
<b>Subject:</b>	Voice, data and network
<b>Date of Request:</b>	4 June 2024

**Requested:**

**\*\*Please can the below FOI request kindly be responded to in excel format\*\***

1. LAN
  - a. Which primary LAN hardware do you use? (eg Extreme, Juniper, Cisco)
  - b. When did you last conduct a major refresh of this infrastructure/how many devices?
  - c. Who is the reseller or supplier of this LAN hardware?
  - d. Who maintains the LAN?
  - e. When is your maintenance renewal/expiry date?
  - f. Have you recently reviewed/when are you next reviewing this infrastructure?
  
2. WLAN Wireless LAN
  - a. Which primary WLAN hardware do you use? (eg Extreme, Juniper, Cisco)
  - b. When did you last conduct a major refresh of this infrastructure/how many devices?
  - c. Who is the reseller or supplier of this WLAN hardware?
  - d. Who maintains the WLAN?
  - e. When is your maintainance renewal/expiry date?
  - f. Have you recently reviewed/when are you next reviewing this infrastructure?
  
3. Data Centre
  - a. Which primary data centre hardware do you use? (eg Extreme, Juniper, Cisco)
  - b. When did you last conduct a major refresh of this infrastructure/how many devices?
  - c. Who is the reseller or supplier of this data centre hardware?
  - d. Who maintains the data centre equipment?
  - e. When is your contract renewal/expiry date?
  - f. Have you recently reviewed/when are you next reviewing this infrastructure?
  - g. Which DC compute technology do you use? (eg HP, Lenovo, Supermicro)
  - h. Which DC storage technology do you use? (eg netapp, dell, IBM)
  
4. WAN/Internet Connectivity
  - a. Who provides your WAN? (eg BT, Virgin)
  - b. Who provides your internet connectivity? (eg BT, Virgin)
  - c. When is your maintenance renewal/expiry date?
  - d. Who provides your SD-WAN? (eg Palo Alto, Meraki)
  - e. Do you plan to introduce SD-WAN in the future?
  - f. Have you recently reviewed/when are you next reviewing this infrastructure?
  - g. Which hypervisor do you use? (eg VMware)
  
5. SIP
  - a. Which SIP carrier do you use? (eg BT, Gamma, Virgin)
  - b. Who provides/resells this SIP?
  - c. How many SIP channels do you have?
  - d. When is your contract renewal/expiry date?
  - e. Have you recently reviewed/when are you next reviewing this service?

6. Mobile
  - a. Which Mobile carrier do you use? (eg Vodafone)
  - b. Who provides/resells this service?
  - c. How many mobile connections do you have?
  - d. When is your contract renewal/expiry date?
  - e. Have you recently reviewed/when are you next reviewing this service?
  
7. Telephony
  - a. Which phone systems do you use? (eg Mitel, Avaya, 8x8)
  - b. When was the current system installed?
  - c. Is this on premise or cloud based?
  - d. How many users?
  - e. When is your contract renewal/expiry date?
  - f. Have you recently reviewed/when are you next reviewing this service?
  
8. Teams Phone System
  - a. Do you use Microsoft for PSTN calling?
  - b. Which types of Microsoft telephony do you use? (eg Calling plan, Skype, Operator Connect, Direct routing)
  - c. How many users?
  - d. If you don't currently use, are you looking to implement?
  - e. Have you recently reviewed/when are you next reviewing this service?
  
9. Contact centre
  - a. Which contact centre systems do you use? (eg Genesys, Avaya, Enghouse)
  - b. When was the current system installed?
  - c. Is this on premise or cloud based?
  - d. How many agents?
  - e. When is your contract renewal/expiry date?
  - f. Have you recently reviewed/when are you next reviewing this service?

**Response:**

Hywel Dda University Health Board (UHB) provides the information within the attached spreadsheet, as requested, at Attachment 1.