

Freedom of Information Act 2000 - Request Reference FoI/20/238

Telephony Systems

Request details

- 1. Please confirm the manufacturer of your telephony system(s) that are currently in place?**

Ericsson

- 2. When was the installation date of your telephony equipment?**

2007

- 3. Who maintains your telephony system(s)?**

Daisy

- 4. Please confirm value of the initial project and value of annual support/maintenance services (in £)?**

After considering your request, Cardiff and Vale University Health Board (the UHB) considers this information to be exempt from disclosure under the Freedom of Information Act 2000 (Section 43) Commercial Interests. This section of the Act sets out an exemption from the right to know if:

- the information requested is a trade secret, or
- release of the information is likely to prejudice the commercial interests of any person. (A person may be an individual, a company, the public authority itself or any other legal entity).

This exemption was considered by the UHB when deciding whether to disclose information because it considered that in doing so there could be a significant risk in prejudicing the commercial interests of the company in question. As this is a qualified exemption, the UHB is required to complete a public interest test in deciding whether it is in the public's interest to withhold or disclose the information.

In favour of disclosure: There is a public interest in transparency and in the accountability of spending 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.

Against disclosure: There is a risk of disclosure prejudicing the commercial interests of the UHB by affecting its bargaining position with agencies. This in turn could lead to less effective use of public funds in future. It has been established above that releasing the

information under the Freedom of Information Act, to which the UHB is subject, will give an unfair advantage to the supplier's 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 (as upheld in ICO decision notice FS50473543 ICO v Royal Marsden Hospital Trust).

Decision: The UHB considers that the public interest in withholding the information is greater than the interests in disclosing it and thereby giving unfair commercial advantage to competitors of the supplier to which this information concerns. The UHB believes that disclosure of information in a manner which fails to protect the interests and relationships arising in a commercial context could have the effect of discouraging companies from dealing with the Health Board because of fears that the disclosure of information could damage them commercially. In turn this could then jeopardise the Health Board's ability to compete fairly and pursue its function to bring forward development in the area and obtain value for money. It was therefore decided that it was not in the public's interest to disclose this information.

5. Does your annual maintenance service include moves, adds and changes? And if not what is the annual cost of moves, adds & changes?

No, these services are provided in-house.

6. When is your contract renewal date?

November 2020

7. Do you use Unified Communications or Collaboration tools such as Microsoft Skype for Business/ Teams/Cisco/Avaya/Mitel? If yes, what tools are you currently using?

Yes, Skype and Teams.

8. Please confirm the manufacturer of your Contact centre system(s) that are currently in place?

Ericsson

9. When was the installation date of your contact centre infrastructure? 2007 Who maintains your contact centre system(s)?

Daisy

10. Please confirm value of the initial project and value of annual support/maintenance services (in £)?

Please refer to Question 4.

11. How many contact centre employees/agents do you have?

80 maximum.

12. Do agents work from home? Or just your offices?

Offices at present.

13. When is your contract renewal date?

November 2020

14. Do you use a CRM in the contact centre? What platform is used?

The UHB uses NHS Specific app's to record contacts.

15. Do you use a knowledge base / knowledge management platform?

The UHB does not hold this information.

16. What platform is used?

The UHB does not hold this information.

17. Who currently provides your calls and lines?

Primarily Virgin Media

18. What is your current annual spend on calls and lines?

Please refer to Question 4.

19. When is your contract renewal date?

2019

20. Who provides your wide area network? How many sites are connected?

The UHB is withholding this information, relying on Section 31 (1) (a) of the Freedom of Information Act 2000 (prevention and detection of crime). Specifically, the UHB believes that disclosing details regarding its ICT infrastructure, or support of that infrastructure, would be likely to prejudice the prevention of crime, particularly cyber-crime. As this is a qualified exemption, the UHB is required to complete a public interest test in deciding whether it is in the public's interest to withhold or disclose the information.

Public Interest Test:

In favour of disclosure: The UHB recognises there is a public interest in transparency and in public authorities demonstrating that their systems effectively protect personal data.

Against disclosure: There is a very strong public interest in protecting the extremely sensitive data held by the UHB. Cyber Security and the associated Cyber-Risk / Cyber-Attacks represent a rapidly evolving arena that becomes more complex and dangerous with time. Releasing details of the UHB's ICT infrastructure into the public domain significantly reduces its capacity to manage this threat to the stated public interest by exposing potential vulnerabilities.

Decision: The UHB considers that the public interest in withholding the information is significantly greater than any interest there may be in disclosing it and potentially exposing sensitive personal data to an increased level of risk. The UHB strongly believes that posing additional unnecessary risk to the UHB, and consequently patient care and safety, would be viewed as an unacceptable risk by the public. Whilst the UHB acknowledges a public interest in providing assurances of effective protection of personal data, it believes the most effective means of increasing public confidence in data protection is to successfully protect the data itself. The UHB considers its responsibility to protect the personal data of patients and staff to be of the highest importance. It was therefore decided that it was not in the public's interest to disclose this information.

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

15,600.

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

After considering your request, the UHB believes that the data requested is classed as personal data as defined under the General Data Protection Regulation (GDPR) and Data Protection Act 2018 and its disclosure would be contrary to the data protection principles and constitute unfair and unlawful processing in regard to Articles 5, 6, and 9 of GDPR. We are therefore withholding this detail under Section 40(2) of the Freedom of Information Act 2000. This exemption is absolute and therefore there is no requirement to apply the public interest test.

23. 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
- Head of Customer services

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To comply with our Section 16 obligation, the duty to provide advice and assistance, the UHB would like to inform you that it publishes information on the various ways the UHB can be contacted on the following page of its website.

<https://cavuhb.nhs.wales/contact-us/>