

Freedom of Information Act 2000 - Request Reference FoI/22/494
Server Maintenance

Information Requested:

This is a request for information that relates to the organisation's contracts around ICT contract(s) for Server Hardware Maintenance, Server Virtualisation Licenses and Maintenance and Storage Area Network (SAN) Maintenance/Support, which may include:

- Server Hardware Maintenance- contracts relating to the support and maintenance of the organisation's physical servers.
- Virtualisation Maintenance/Support/ Licensing (VMware, Solaris, Unix, Linux, Windows Server)
- Storage Area Network Maintenance/Support (EMC, NetApp etc)

For each of the types of contract described above, please can you provide me with the following data. If there is more than one contract, please split the information for each separate supplier this includes annual spend

1. **Contract Title:** Please provide me with the contract title.
2. **Type of Contracts (ABOVE):** Please can you provide me with one or more contract types the contract relate to: Server Hardware, Virtualisation, SAN (Storage Area Network)
3. **Existing/Current Supplier:** Please provide me with the supplier's name for each contract.
4. **Brand:** Please state the brand of hardware or software
5. **Operating System / Software (Platform):** (Windows, Linux, Unix, vSphere, AIX, Solaris etc.) Please state the operating system used by the organisation.
6. **Annual Average Spend:** Please provide me with the most recent annual spend for this contract?
7. **Contract Duration:** (Please can you also include notes if the contract includes any contract extension periods.)
8. **Contract Expiry Date:** Please can you provide me with the date of when the contract expires.
9. **Contract Review Date:** (An approximate date of when the organisation is planning to review this particular contract.)
10. **Purchase of Servers:** Could you please provide me with the month and year in which most/bulk of servers were purchased.
11. **Number of Physical Server:** Please can you provide me with the number of physical servers.
12. **Number of Virtual Servers:** Please can you provide me with the number of Virtual servers' servers.
13. **Brief Contract Description:** I require a brief description of the service provided under this contract. Please do not just put maintenance. I need at least a sentence.
14. **Contract Owner:** (The person from within the organisation that is responsible for reviewing and renewing this particular contract. Please include their full name, job title, direct contact number and direct email address.)

If this service is part of a managed contract, please can you send me the contract information for this managed service including Hardware Brand, Number of Users, Operating System, and contact details of the internal contact responsible for this contract

Response details:

Cardiff and Vale University Health Board (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.