

Freedom of Information Act 2000 – Request Reference FoI/24/351

IT Infrastructure

Information Requested:

LAN

- a1 Which primary LAN hardware do you use (eg Extreme, Juniper, Cisco)
- a2 When did you last conduct a major refresh of this infrastructure/how many devices?
- a3 Who is the reseller or supplier of this LAN hardware?
- a4 Who maintains the LAN?
- a5 When is your maintenance renewal/expiry date ?
- a6 Have you recently reviewed/when are you next reviewing this infrastructure?

WLAN Wireless LAN

- b1 Which primary WLAN hardware do you use (eg Extreme, Juniper, Cisco)
- b2 When did you last conduct a major refresh of this infrastructure/how many devices?
- b3 Who is the reseller or supplier of this WLAN hardware?
- b4 Who maintains the WLAN?
- b5 When is your maintenance renewal/expiry date ?
- b6 Have you recently reviewed/when are you next reviewing this infrastructure?

Data Centre

- c1 Which primary data centre hardware do you use (eg Extreme, Juniper, Cisco)
- c2 When did you last conduct a major refresh of this infrastructure/how many devices?
- c3 Who is the reseller or supplier of this data centre hardware?
- c4 Who maintains the data centre equipment?
- c5 When is your contract renewal/expiry date ?
- c6 Have you recently reviewed/when are you next reviewing this infrastructure?
- c7 Which DC compute technology do you use? (eg HP, Lenovo, Supermicro)
- c8 Which DC storage technology do you use? (eg netapp, dell, IBM)

WAN/Internet Connectivity

- d1 Who provides your WAN (eg BT, Virgin)
- d2 Who provides your internet connectivity (eg BT, Virgin)
- d3 When is your maintenance renewal/expiry date ?
- d4 Who provides your SD-WAN (eg Palo Alto, Meraki)
- d5 Do you plan to introduce SD-WAN in the future?
- d6 Have you recently reviewed/when are you next reviewing this infrastructure?
- d7 Which hypervisor do you use (eg VMware)

SIP

- e1 Which SIP carrier do you use (eg BT, Gamma, Virgin)
- e2 Who provides/resells this SIP?
- e2 How many SIP channels do you have
- e3 When is your contract renewal/expiry date ?
- e4 Have you recently reviewed/when are you next reviewing this service?

Mobile

- f1 Which Mobile carrier do you use (eg Vodafone)
- f2 Who provides/resells this service ?
- f2 How many mobile connections do you have
- f3 When is your contract renewal/expiry date ?
- f4 Have you recently reviewed/when are you next reviewing this service?

Telephony

- g1 Which phone systems do you use (eg Mitel, Avaya, 8x8)
- g2 When was the current system installed?
- g3 Is this on premise or cloud based?
- g4 How many users?
- g5 When is your contract renewal/expiry date ?
- g6 Have you recently reviewed/when are you next reviewing this service?

Teams Phone System

- h1 Do you use Microsoft for PSTN calling?
- h2 Which types of Microsoft telephony do you use (eg Calling plan, Skype, Operator Connect, Direct routing)
- h3 How many users?
- h4 If you dont currently use, are you looking to implement ?
- h5 Have you recently reviewed/when are you next reviewing this service?

Contact centre

- i1 Which contact centre systems do you use (eg Genesys, Avaya, Enghouse)
- i2 When was the current system installed?
- i3 Is this on premise or cloud based?
- i4 How many agents?
- i5 When is your contract renewal/expiry date ?
- i6 Have you recently reviewed/when are you next reviewing this service?

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 ('the prevention or 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 or detection of crime, particularly cybercrime.

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

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. Cybersecurity and the associated risk of cyberattacks 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. As such, disclosure of the information sought would be likely to allow interested parties to create a detailed picture of the UHB's IT infrastructure, rendering it vulnerable to exploitation through perceived weaknesses.

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 is not in the public's interest to disclose this information.