



Freedom of Information request & West Norfolk CCG response

WN-2016-00226 – General IT Infrastructure

Tab 1 – General IT infrastructure

Question 1

What was your organisation's IT spend in FY 15/16 and projected for FY 16/17?	FY 15/16	FY 16/17
Overall	<i>£7k and 113k on GP IT Services</i>	<i>£15k and 113k on GP IT Services</i>
Capital	<i>Nil</i>	<i>Nil</i>
Revenue	<i>£7k and 113k on GP IT Services</i>	<i>£15k and 113k on GP IT Services</i>

Question 2

How is your CCG's IT infrastructure managed?	By the CCG	By the CSU (please specify which one)	Through a Shared Services agreement (please specify)	By an outsourced provider (please specify)	Other
Desktop management		<i>NEL CSU</i>			
Network management		<i>NEL CSU</i>			
Data centre		<i>NEL CSU</i>			
Mobile device management		<i>NEL CSU</i>			
Server management		<i>NEL CSU</i>			
IT security		<i>NEL CSU</i>			
Other (please specify)					

Question 3

What elements of your IT infrastructure are managed by a cloud provider?	Yes/No/specify	Main supplier	Annual spend FY15/16	Contract renewal date
Data storage	<i>No</i>			
Networking	<i>No</i>			
Back-up and archive	<i>No</i>			
Processing and compute capacity	<i>No</i>			
Application databases	<i>No</i>			
Big data analytics databases	<i>No</i>			
Email and collaboration	<i>No</i>			
Other (please specify)				

Question 4

Does your organisation plan to move to a cloud-based service in the next 2 years?	Yes	No	Main supplier	Notes
Data storage		No		
Networking		No		
Back-up and archive		No		
Processing and compute capacity		No		
Application databases		No		
Big data analytics databases		No		
Email and collaboration		Yes		NHS Mail 2 or O365
Other (please specify)				

Question 5

What percentage of your servers are virtualised and what what virtualisation platform do you use?	Response
What percentage of servers are virtualised	95%
Virtualisation platform and main supplier	VMWARE

Question 6

How does your organisation manage data storage?	Please select	On premise/Off premise	Main supplier	Annual spend FY15/16	Contract renewal date
Local departmental servers					
In-house data centre					
Outsourced cloud provider					
Outsourced data centre		<i>Off Premise</i>	<i>NEL CSU</i>	<i>Part of a wider agreement</i>	<i>September 2017</i>
Shared service					
Other (please specify)					

Question 7

Please specify your organisation's network suppliers, annual spend and contract renewal dates	Main supplier	Annual spend - FY15/16	Contract renewal date
Fixed line telecoms	<i>NEL CSU</i>	<i>Part of a wider agreement</i>	<i>September 2017</i>
Mobile telecoms	<i>NEL CSU</i>	<i>Part of a wider agreement</i>	<i>September 2017</i>
Data network (broadband)	<i>NEL CSU</i>	<i>Part of a wider agreement</i>	<i>September 2017</i>
WiFi (hardware)	<i>NEL CSU</i>	<i>Part of a wider agreement</i>	<i>September 2017</i>
CoIN (if applicable)	<i>NEL CSU</i>	<i>Part of a wider agreement</i>	<i>September 2017</i>
WAN	<i>NEL CSU</i>	<i>Part of a wider agreement</i>	<i>September 2017</i>
LAN	<i>NEL CSU</i>	<i>Part of a wider agreement</i>	<i>September 2017</i>
Other (please specify)			

Question 8

Please outline the extent of WiFi coverage for the GP practices in your CCG	Full building - % of GPs	Sections of building only - % of GPs	No wireless networks - % of GPs
Corporate (for use by clinical staff accessing patient record systems)	0%	0%	100%
Guest (for clinical staff using own personal devices or business visitors)	0%	0%	100%
Public (for patients, visitors, other members of the public)	0%	0%	100%

Please note, these figures relate to CSU supported Wi-Fi / Video Conferencing solutions. Some practices have taken the decision to implement solutions themselves without consulting the CSU.

The extent of CSU supported Wi-Fi deployments is zero because NHS Digital has only recently providing funding and the necessary configuration guidance allowing us to organise installations. The initiation of a project to deliver practice Wi-Fi has already begun, with go-lives including use by clinical, staff and patients due to commence later this month.

Question 9

What percentage of staff working in the community have remote access to corporate systems?	Percentage of staff working in the community	Access method (e.g. 3G dongle, wireless access)
Email	N/a	
Corporate systems (e.g. patient record systems)	N/a	

Question 10

What devices are used by your organisation?	Number across organisation	Average age of product	Main product and supplier
Smartphones	8	Various	T-Mobile, Vodafone
Laptops	37	Various	Various
PCs	17	Various	Various
Tablets	Nil	N/a	N/a
Other (please specify):			

Question 11

What video/web conferencing software does your organisation use?	Response	Notes
main product (e.g. Skype, Jabber, Webex)	Jabber	
main supplier	NEL CSU	
Annual spend	Part of a wider agreement	
Contract renewal date		

Question 12

What percentage of GP practices in your CCG are technically able to conduct video consultations?	Response	Notes
	0%	Video Consultations would require the use of bandwidth over the secure N3 network which has not been factored into existing data lines.

Question 13

What desktop operating system software is used by your organisation?	Main product	Main supplier	Annual spend	Contract renewal date
	<i>Microsoft Windows</i>	<i>Microsoft</i>	<i>Part of a wider agreement</i>	<i>September 2017</i>

Question 14

What personal office productivity software is run by your organisation?	Response
Product and version	<i>Office 2013 / 2016</i>
Licencing model (e.g. cloud-based, enterprise-wide, concurrent-user, named user)	<i>EA</i>
Number of licences	<i>54</i>

Question 15

Does your organisation use NHSmail or a locally hosted email system?	NHSmail	Locally-hosted (please specify provider)	Both	Are you moving to NHSmail2 (Yes/no)
	<i>Yes</i>			<i>Not decided</i>

Tab 2 – Cyber Questions

1. Does your organisation have a SIRO (senior information risk owner) responsible for cyber security?

Chris Randall – Chief Financial Officer

If yes:

- a) Job title of responsible person**
- b) Name of person**

2. Does your organisation have a board member responsible for cyber security?

If yes:

- a) Job title of responsible person**
- b) Name of person**

Chris Randall – Chief Financial Officer

3. Please provide the name and job title of your organisation's Caldicott Guardian

Dr Clare Hambling – GP Member

4. Is your organisation an 'Early Adopter' in the NHS Digital CareCERT programme?

As regards to the answers for questions four to ten inclusive, the CCG seeks to rely on the following exemption under the FOI Act:

Section 31 – Law Enforcement

Section 31(1)(a) - crime prevention - is engaged because releasing the information will prejudice the prevention of crime by facilitating the possibility of a criminal offence being carried out.

Hacking into an IT system is a criminal offence.

Due to security considerations we are withholding the requested information under section 31(1)(a) of the Act. It is believed that release of this information may compromise IT security. Information about cyber security programmes, assessments, tests, accreditation and infrastructure solutions is useful to malicious parties intent on attacking IT systems. Moreover, providing details of the CCG's security arrangements could lead to a party trying to exploit known issues in specific software packages or hardware vulnerabilities in an attempt to gain unauthorised access to the CCG networks.

Section 31(1)(a) is subject to a public interest test, which means we must consider whether the public interest in withholding the information outweighs the public interest in disclosing it.

Factors in favour of disclosure include:

- 1) Statutory responsibility to release information to the public in a timely manner.*
- 2) General public interest in the disclosure of information to ensure transparency and visibility of public bodies being held to account regarding decisions made and use of funds.*

Factors in favour of non-disclosure include:

- 1) *Releasing the information would likely endanger the interests of the CCG and their computer systems in general. The field of IT attacks and vulnerabilities is a constantly changing one and the provision of this information could be exploited by malicious parties to attack those systems, leading to disruption of the CCG's ability to do business.*
- 2) *Applying this exemption will prevent the disclosure of information that would facilitate or encourage criminal activity.*
- 3) *There is a strong public interest in protecting society from the impact of crime.*

The decision to withhold the information is upheld in light of the arguments against disclosure. The information concerns detailed information relating to the CCG's computer software system and disclosure of this information is likely to cause harm to the CCG by exposing its software system to unacceptable risk of attack by malicious parties. While there is a public interest in transparency and openness, there is a greater public interest in preventing society and the CCG from the wider impacts of crime. For these reasons the information has been withheld.

5. Has your organisation had an on-site assessment as part of the NHS Digital CareCERT Assure service?

Please see the response to question 4.

6. Has your organisation undertaken penetrative testing in the last twelve months?

Please see the response to question 4.

7. Does your organisation have ISO 27000 accreditation?

Please see the response to question 4.

8. Has your organisation suffered disruption of access to data and systems as a result of a cyber attack in the past twelve months?

Please see the response to question 4.

9. Does your organisation have the following solutions in place to protect and manage your IT infrastructure?

- **Firewall**
- **Data encryption**
- **Incident reporting**
- **Web security**
- **Mobile threat prevention**
- **Distributed denial of service protection**
- **Real-time monitoring solution**
- **Zero-day protection - threat intelligence**

10. Does your organisation have a specialist security supplier and if so who?

Please see the response to question 4.

11. Does your organisation have a plan for how to implement the new General Data Protection Regulation (GDPR) that comes into force on 25 May 2018?

Please see the response to question 4.