

Freedom of Information Response

Request Number 10790

Date received : 11/09/2017

Response deadline : 15/09/2017

20 day response deadline : 09/10/2017

Questions:

- 1.) How many desktop PCs do you have at this site? Which brand(s) are they?
- 2.) How many laptops/notebooks or tablet PCs do you have at this site? Which brand(s) are they?
- 3.) How many thin clients do you have at this site? Which brand(s) are they?
- 4.) What operating systems do you run on your PCs/Laptops?
- 5.) How many desktops, laptops and thin clients do you have in total in your organisation across the country?
- 6.) How many physical servers do you have on site? Which brand(s) are they?
- 7.) Which server operating systems do you use?
- 8.) How many virtual servers do you have on site?
- 9.) Which server virtualisation software do you use?
- 10.) Do you access any virtual servers in the cloud?
- 11.) What supplier provides the maintenance (out of warranty) support on your desktops and servers and when does the contract expire?
- 12.) What suppliers/brands of Storage Area Networking (SAN) do you use?
- 13.) Which application do you use for Enterprise Resource Planning/Management (ERP/ERM)?
- 14.) Which application do you use for Groupware Products?
- 15.) Which application do you use for Database Products?
- 16.) Which application do you use for CRM Software?
- 17.) Which application do you use for Business Intelligence Systems?
- 18.) Which application do you use for Finance & Accounting Systems?
- 19.) Which application do you use for Human Resources Application Systems?
- 20.) Are any of your business applications cloud based? If so please state which ones.
- 21.) What are the names, line types and speeds of your ISPs?
- 22.) Who is your primary voice carrier?
- 23.) Approximately how many phone extensions do you have at this site?
- 24.) Do you use VoIP for your internal communications?
- 25.) Are your external calls through your voice carrier carried over VoIP or do they go over a conventional phone line?
- 26.) Which brand of PBX do you use at this site?
- 27.) Which supplier has the maintenance contract on your PBX and when does it expire
- 28.) Who supplies the outsourced or managed service for your data centre and when does the contract expire?
- 29.) Who supplies the outsourced or managed service for your service desk and when does the contract expire?

Response:

- 1.) Greater Manchester Shared Services has 227 desktop PCs at this site. We have considered your request for the brand information and regrettably we are not able to provide this to you. This information is held, however, we believe that the disclosure of it could lead to potential exploitation of the CCG's IT systems and equipment as well as any vulnerabilities, which could result in a possible Cyber Attack or compromise of the systems, equipment or wider NHS infrastructure. It is for this reason that Greater Manchester Shared Services has issued you with a refusal notice for the latter part of this question, citing section 31(1)(a) of the Freedom of Information Act as the exemption, because disclosing this information could prejudice the prevention of crime.

- 2.) Greater Manchester Shared Services has 349 laptops/notebooks or tablet PCs at this site. We have considered your request for the brand information and regrettably we are not able to provide this to you. This information is held, however, we believe that the disclosure of such information could lead to potential exploitation of the CCG's IT systems and equipment as well as any vulnerabilities, which could result in a possible Cyber Attack or compromise of the systems, equipment or wider NHS infrastructure. It is for this reason that Greater Manchester Shared Services has issued you with a refusal notice for the latter part of this question, citing section 31(1)(a) of the Freedom of Information Act as the exemption, because disclosing this information could prejudice the prevention of crime.
- 3.) Greater Manchester Shared Services do not have any thin clients at this site.
- 4.) Greater Manchester Shared Services has considered your request for this information and regrettably we are not able to provide this to you. This information is held, however, we believe that the disclosure of it could lead to potential exploitation of the CCG's IT systems and equipment as well as any vulnerabilities, which could result in a possible Cyber Attack or compromise of the systems, equipment or wider NHS infrastructure. It is for this reason that Greater Manchester Shared Services has issued you with a refusal notice this question, citing section 31(1)(a) of the Freedom of Information Act as the exemption, because disclosing this information could prejudice the prevention of crime.
- 5.) Greater Manchester Shared Services has 576 desktops, laptops and nil thin clients.
- 6.) Greater Manchester Shared Services has 10 physical servers on site. We have considered your request for brand information and regrettably we are not able to provide this to you. This information is held, however, we believe that disclosure of it could lead to potential exploitation of the CCG's IT systems and equipment as well as any vulnerabilities, which could result in a possible Cyber Attack or compromise of the systems, equipment or wider NHS infrastructure. It is for this reason that Greater Manchester Shared Services has issued you with a refusal notice for the latter part of this question, citing section 31(1)(a) of the Freedom of Information Act as the exemption, because disclosing this information could prejudice the prevention of crime.
- 7.) Greater Manchester Shared Services has considered your request for this information and regrettably we are not able to provide this to you. This information is held, however, we believe that disclosure of it could lead to potential exploitation of the CCG's IT systems and equipment as well as any vulnerabilities, which could result in a possible Cyber Attack or compromise of the systems, equipment or wider NHS infrastructure. It is for this reason that Greater Manchester Shared Services has issued you with a refusal notice for this question, citing section 31(1)(a) of the Freedom of Information Act as the exemption, because disclosing this information could prejudice the prevention of crime.
- 8.) Greater Manchester Shared Services has 40 virtual servers on site.
- 9.) Greater Manchester Shared Services has considered your request for this information and regrettably we are not able to provide this to you. This information is held, however, we believe that disclosure of it could lead to potential exploitation of the CCG's IT systems and equipment as well as any vulnerabilities, which could result in a possible Cyber Attack or compromise of the systems, equipment or wider NHS infrastructure. It is for this reason that Greater Manchester Shared Services has issued you with a refusal notice for this question, citing section 31(1)(a) of the Freedom of Information Act as the exemption, because disclosing this information could prejudice the prevention of crime.
- 10.) Yes, Greater Manchester Shared Services accesses virtual servers in the cloud.
- 11.) Maintenance is managed in-house by Greater Manchester Shared Services.
- 12.) Greater Manchester Shared Services has considered your request for this information and regrettably we are not able to provide this to you. This information is held, however, we believe that disclosure of it could lead to potential exploitation of the CCG's IT systems and equipment as well as any vulnerabilities, which could result in a possible Cyber Attack or compromise of the systems, equipment or wider NHS infrastructure. It is for this reason that Greater Manchester Shared Services has issued you with a refusal notice this question, citing section 31(1)(a) of the Freedom of Information Act as the

exemption, because disclosing this information would prejudice the prevention of crime.

- 13.) Service Now. Regrettably, Greater Manchester Shared Services is unable to provide any further information in response to this question. This information is held, however, we believe that the disclosure of it could lead to potential exploitation of the CCG's IT systems and equipment as well as any vulnerabilities, which could result in a possible Cyber Attack or compromise of the systems, equipment or wider NHS infrastructure. It is for this reason that Greater Manchester Shared Services has issued you with a refusal notice for this question, citing section 31(1)(a) of the Freedom of Information Act as the exemption, because disclosing this information could prejudice the prevention of crime.
- 14.) Greater Manchester Shared Services has considered your request for this information and regrettably we are not able to provide this to you. This information is held, however, we believe that the disclosure of it could lead to potential exploitation of the CCG's IT systems and equipment as well as any vulnerabilities, which could result in a possible Cyber Attack or compromise of the systems, equipment or wider NHS infrastructure. It is for this reason that Greater Manchester Shared Services has issued you with a refusal notice this question, citing section 31(1)(a) of the Freedom of Information Act as the exemption, because disclosing this information could prejudice the prevention of crime.
- 15.) Greater Manchester Shared Services has considered your request for this information and regrettably we are not able to provide this to you. This information is held, however, we believe that the disclosure of it could lead to potential exploitation of the CCG's IT systems and equipment as well as any vulnerabilities, which could result in a possible Cyber Attack or compromise of the systems, equipment or wider NHS infrastructure. It is for this reason that Greater Manchester Shared Services has issued you with a refusal notice for this question, citing section 31(1)(a) of the Freedom of Information Act as the exemption, because disclosing this information could prejudice the prevention of crime.
- 16.) Greater Manchester Shared Services uses Service Now application for CRM Software.
- 17.) Greater Manchester Shared Services has considered your request for this information and regrettably we are not able to provide this to you. This information is held, however, we believe that the disclosure of it could lead to potential exploitation of the CCG's IT systems and equipment as well as any vulnerabilities, which could result in a possible Cyber Attack or compromise of the systems, equipment or wider NHS infrastructure. It is for this reason that Greater Manchester Shared Services has issued you with a refusal notice for this question, citing section 31(1)(a) of the Freedom of Information Act as the exemption, because disclosing this information could prejudice the prevention of crime.
- 18.) Greater Manchester Shared Services uses NHS Shared Business Service (SBS) as its Finance & Accounting System.
- 19.) Greater Manchester Shared Services uses Electronic Staff Record (ESR) as its Human Resources system.
- 20.) Yes. Greater Manchester Shared Services's business applications cloud based is Service Now.
- 21.) Greater Manchester Shared Services has considered your request for this information and regrettably we are not able to provide this to you. This information is held, however, we believe that the disclosure of it could lead to potential exploitation of the CCG's IT systems and equipment as well as any vulnerabilities, which could result in a possible Cyber Attack or compromise of the systems, equipment or wider NHS infrastructure. It is for this reason that Greater Manchester Shared Services has issued you with a refusal notice for this question, citing section 31(1)(a) of the Freedom of Information Act as the exemption, because disclosing this information could prejudice the prevention of crime.
- 22.) Greater Manchester Shared Services's primary voice carrier is service provided and managed by Salford City Council.
- 23.) Greater Manchester Shared Services has approximately 294 phone extensions on site.
- 24.) Yes.

- 25.) Greater Manchester Shared Services's external calls are carried over conventional phone lines.
- 26.) Not applicable – the service is provided and managed by Salford City Council.
- 27.) Not applicable – the service is provided and managed by Salford City Council.
- 28.) Greater Manchester Shared Services has considered your request for this information and regrettably we are not able to provide this to you. This information is held, however, we believe that the disclosure of it could lead to potential exploitation of the CCG's IT systems and equipment as well as any vulnerabilities, which could result in a possible Cyber Attack or compromise of the systems, equipment or wider NHS infrastructure. It is for this reason that Greater Manchester Shared Services has issued you with a refusal notice for this question, citing section 31(1)(a) of the Freedom of Information Act as the exemption, because disclosing this information could prejudice the prevention of crime.
- 29.) Greater Manchester Shared Services's service desk is managed in-house.

Queries:

It is hoped you find these details helpful to your enquiries. However, if you are unhappy with this response please let us know, giving your reasons for believing we have not satisfied the requirements of the Freedom of Information Act.

The matter will then be considered by the Freedom of Information officer who will respond in writing. This correspondence will include details of the Information Commissioner who you can contact if you remain dissatisfied with our response.

Freedom of Information Office

Patient Services

GM Shared Services (hosted by Oldham CCG)

Ellen House, Waddington Street, Oldham, OL9 6EE

Email: foi.gmcsu@nhs.net

Telephone: 0161 212 6270