

9th August 2019

BY EMAIL

Tel: 028 9536 3863
Email: FOI.BSO@hscni.net

Our Ref: FOI 1079

Dear [REDACTED]

Your request for information was received on 17th June 2019 and was dealt with under the terms of the Freedom of Information Act 2000. Please be advised that the Business Services Organisation (BSO) has now completed its search for the information you requested with regards to mobile and telephone maintenance contracts.

I would like to apologise for the delay in responding to you.

Please find this information, included. Please note that information relating to software applications is considered exempt from disclosure in line with Section 36(2) of the Freedom of Information Act 2000. Please note that information relating to responsible contract officers is considered exempt from disclosure in line with Section 40(2) of the Freedom of Information Act 2000.

1. Network Provider(s) - Please provide me with the network provider name e.g. EE, Telefonica, Vodafone, Three.

Exempt from disclosure

2. Annual Average Spend for each Network Provider - Can you please provide me with the average annual spend over the 3 years. If this is a new contract can you please provide the estimated annual spend.

£124,889

3. Number of Connections- Number of connections for each network provider. (Number of voice only devices, voice and data devices, data only devices) please provide me with the breakdown and not the overall total.

Number of Voice Only Users 25

Number of Data Only Users 26

Number of both Data and Voice Users 1077

4. Duration of the contract- please state if the contract also includes contract extensions for each provider.

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5. Contract Start Date- please can you provide me with the start date of the signed agreement. Please do not provide me with the framework contract date I require the contract dates of the signed agreement. (if there are multiple start dates, could you please provide me with the earliest date for each provider)
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6. Contract Expiry Date- please can you provide me with the expiry date of the signed agreement. Please do not provide me with the framework contract date I require the contract dates of the signed agreement. If the contract is rolling please state.
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7. Contract Review Date- Please can you provide me with a date when the organisation plans to review this contract.
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8. The person in the organisation responsible for this particular contract. Can you send me the full contact details Contact Name, Job Title, Contact Number and direct email address for each network provider? If full contact details cannot be provided please send me their actual job title.
Director of Customer Care & Performance, BSO
0300 555 0113
info.bso@hscni.net

9. If the mobile phone contract is provided by a managed contract please provide me with the actual name of the network provider along with the number of connections and the internal contact from within the organisation responsible for this contract.
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Please can you send me the following contract information with regards to the organisation's telephone system maintenance contract (VOIP or PBX, other) for hardware and Software maintenance and support:

Telephone Maintenance

1. Contract Type: Maintenance, Managed, Shared (If so please state orgs)
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2. Existing Supplier: If there is more than one supplier please split each contract up individually.
Exempt

3. Annual Average Spend: The annual average spend for each contract
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4. Hardware Brand: The primary hardware brand of the organisation's telephone system.
Exempt

5. Number of telephone users:
Approximately 3000

6. Contract Duration: please include any extension periods.

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7. Contract Expiry Date: Please provide me with the day/month/year.

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8. Contract Review Date: Please provide me with the day/month/year.

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9. Application(s) running on PBX/VOIP systems: Applications that run on the actual PBX or VOIP system. E.g. Contact Centre, Communication Manager.

Exempt

10. Telephone System Type: PBX, VOIP, Lync etc

Exempt from disclosure

11. Contract Description: Please provide me with a brief description of the overall service provided under this contract.

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12. Go to Market: How where these services procured, please provide me with either the tender notice or the framework reference number. Please specify if procured through other routes.

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13. Contact Detail: Of the person from with the organisation responsible for each contract full Contact details including full name, job title, direct contact number and direct email address.

Director of Customer Care & Performance, BSO

0300 555 0113

info.bso@hscni.net

If the maintenance for telephone systems is maintained in-house please can you provide me with:

1. Number of telephone Users:

Approximately 3000

2. Hardware Brand: The primary hardware brand of the organisation's telephone system.

Exempt

3. Application(s) running on PBX/VOIP systems: Applications that run on the actual PBX or VOIP system. E.g. Contact Centre, Communication Manager.

Contact Centre, Presence, Voice Mail

4. Contact Detail: Of the person from with the organisation responsible for telephone maintenance full Contact details including full name, job title, direct contact number and direct email address.

Director of Customer Care & Performance, BSO

0300 555 0113
info.bso@hscni.net

I hope that the information provided assists you. If you are dissatisfied in any way with the handling of your request, you have the right to request a review. You should do this as soon as possible or in any case within two months of the date of issue of this letter.

In the event that you require a review to be undertaken, you can do so by writing to

Information Governance Manager,
2 Franklin Street,
Belfast,
BT2 8DQ

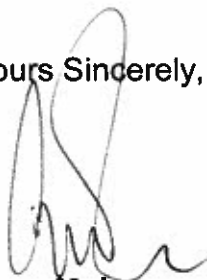
If, following an internal review, carried out by an independent decision making panel, you remain dissatisfied in any way with the handling of the request, you may make a complaint under Section 50 of the Freedom of Information Act, to the Information Commissioner's Office and ask that they investigate whether the BSO has complied with the terms of the Freedom of Information Act.

You can contact Information Commissioner at:

Website: www.ico.org.uk
Phone: 0303 123 1113
Email: casework@ico.org.uk
Post: Information Commissioner's Office
3rd Floor, 14 Cromac Place
Belfast
BT7 2JB

In most circumstances the Information Commissioner will not investigate a complaint unless an internal review procedure has been carried out. However the Commissioner has the option to investigate the matter at his discretion.

Yours Sincerely,



Liam McIvor
Chief Executive

Public Interest Test (PIT)

Exemption claimed in respect of Section 36(2)(c) of the Freedom of Information Act 2000 ('Prejudice to effective conduct of public affairs')

In considering this PIT, the following have been taken into account:

- the public interest in issues of accountability and transparency and in scrutinising how BSO's affairs are conducted
- the public interest in ensuring that BSO is able to protect its systems from cyber-attacks which could damage security
- the public interest in ensuring that BSO can proactively manage the risks around cyber security, for the wellbeing and safety of all its stakeholders

In favour of disclosure of information	In favour of not disclosing information
<p>Openness and transparency: it is recognised that releasing this information would provide the public with assurance that we are:</p> <ul style="list-style-type: none"> • protecting our technologies; • spending public money responsibly, especially where this relates to the provision of public services 	<p>It can be demonstrated that incidences of individuals hacking or otherwise infiltrating organisational systems to cause damage and interrupt operations are on the increase.</p>
	<p>Disclosure of the information requested could expose BSO to unnecessary risk, and more vulnerable to cyber-crime as it outlines our security posture. Whilst the information would not automatically allow access to BSO's network infrastructure, it would reduce the barriers to anyone attempting this, by allowing access to the network external of any physical security layer we have</p>
	<p>BSO and the wider HSC operate the majority of their services with a high dependency on IT. Many services operate almost exclusively via information held within our network infrastructure. Any disruption of our network infrastructure, even for a short period would be likely to severely restrict our ability to carry out statutory functions across the wider HSC network</p>
	<p>The requested information is part of the security systems used to process and</p>

	<p>protect service user (both staff and patients) confidential data. Under data protection legislation, BSO has a legal obligation to process personal data in a manner that ensures its appropriate security using appropriate technical or organisational measures. The release of this information is therefore a reasonable threat to the security and integrity of confidential personal data held on our systems.</p>
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