

17th August 2023

BY EMAIL

[REDACTED]
[REDACTED]

Our Ref: FOI 1989

Dear [REDACTED]

Your request for information was received on 22nd June 2023 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 in relation to EOS / EOL Networking Equipment.

Please find this information below:

EOS / EOL Networking Equipment

1a. What EOS (end of support) or EOL (end of life) networking equipment do you have in your IT estate?

I suggest this should be exempt as the information could be used to identify security vulnerabilities

Network Lifecycle

2a. Have you conducted a network refresh in the past 36 months? Yes 2b. If so with which area? (e.g. Data Centre, Enterprise Networking, Wi-Fi, Security, Collaboration) DataCentre, Enterprise Networking 2c. Which vendor/technology solution was chosen? Exempt 2d. Which reseller/partner delivered the solution? Exempt

2e. Who maintains the solution?

Exempt



2f. When does the maintenance contract expire/renewal date?

May 2024

Have you conducted a POC (proof of concept) in the last 12 months for any of the below technology areas?

3a. Data centre (yes/no)

No

3b. Enterprise networking (yes/no)

No

3c. Wi-Fi (yes/no)

No

3d. Security (yes/no)

No

3e. Collaboration/Microsoft Telephony (calling plan/operator connect/direct routing (yes/no)

No

3f. Network monitoring (yes/no)

No

3g. Which vendor and what equipment was tested?

NA

3h. Which partner/reseller provided the POC?

NA

3i. Was the POC successful?

NA

3j. Do you intend to use the solution in a live environment?

NA

Do you plan to refresh your network in the next 24 months for any of the below technology areas:-

3a. Data centre (yes/no)

No

3b. Enterprise networking (yes/no)

No

3c. Wi-Fi (yes/no)

No

3d. Security (yes/no)

No

3e. Collaboration/Microsoft Telephony (yes/no)

No

3f. Network monitoring (yes/no)

No

3g. When do you plan to have the new solution implemented? (Specify date)

NA

3h. Have you/do you intend to go to RFX for this?

NA

3i. When do you plan to go to RFX for this?

NA

Do you have a Cisco estate for any of the below architecture, and what technology/equipment has been implemented:

4a. Data centre

4b. Enterprise networking

4c. Wi-Fi

4d. Security

4e. Collaboration

4f. Network monitoring

Exempt

Cisco Support -

5a How are you currently supporting your Cisco estate?

5b. Which company sells/provides you with support?

5c. If you outsource support, for which aspects?

5d. How do you keep your equipment/software up to date?

Exempt

Cisco Partner/Reseller -

6a. Who is the supplier/reseller for Cisco hardware/software?

6b. Do you have a preferred supplier agreement for Cisco hardware/software?

6c. When do these supplier agreements expire?

6d. How long has the current supplier relationship existed?

Exempt

Cisco Enterprise Agreement (EA) -

7a. Do you have a Cisco (EA)?

7b. When is your (EA) contract expiry/renewal date?

7c. Who provides/resells your Cisco (EA)?

Exempt

Do you have an HP/Aruba estate for any of the below architectures, and what technology/equipment has been implemented?

8a. Data centre

8b. Enterprise networking

8c. Wi-Fi

8d. Security

8e. Collaboration

8f. Network monitoring

Exempt

HP/Aruba Support

9a. How are you currently supporting your HP/Aruba estate?

9b. Which company sells/provides you with support?

9c. If you outsource support, for which aspects?

9d. How do you keep your equipment/software up to date?

Exempt

HP/Aruba Partner/Reseller

10a. Who is the supplier/reseller for HP/Aruba hardware/software?

10b. Do you have a preferred supplier agreement for HP/Aruba hardware/software?

10c. When do these supplier agreements expire?

10d. How long has the current supplier relationship existed?

Exempt

HP/Aruba Enterprise Agreement (EA) Exempt

11a. Do you have an HP/Aruba (EA)?

11b. When is your (EA) contract expiry/renewal date?

11c. Who provides/resells your HP/Aruba (EA)?

Exempt

Telephony

12a. Do you have ISDN Lines? – Supplier, quantity (lines), contractual position

No

12b. Do you have PSTN Lines? – Supplier, quantity (lines), contractual position.

No

12c. Do you have SIP Channels?

Yes

Supplier

Exempt

quantity (channels)

200

contractual position

Out of contract

12d. Have you started/completed projects to prepare for the PSTN switch-off? completed 12e. Which technology partner assisted in your PSTN switch-off readiness project? None 12f. Would you describe your organisation as entirely ready for the PSTN switch-off? Yes 12g. PBX (phone system) Make & Model (eg Avaya, Cisco, Mitel), contractual position

Exempt

2h. Who maintains your PBX (phone system) in house 12i. How long has the relationship with the maintainer been in place?

NA

12j. Are you considering or interested in Microsoft Telephony (eg Calling Plans, Direct Routing, Operator connect)?

Exempt

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, as the BSO, along with all other public authorities are not obliged to accept internal review requests after this period has lapsed.

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,

A handwritten signature in cursive script that reads "Karen Bailey".

Karen Bailey
Chief Executive

Public Interest Test (PIT)

Exemption claimed in respect of Section 31 of the Freedom of Information Act 2000 ('Law Enforcement') for disclosure of details on contracts registers

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>BSO hosts a vast range of software, systems and data on behalf of the wider Health and Social Care (HSC) within Northern Ireland.</p> <p>Release of this information would make BSO, and by association the wider HSC more vulnerable to crime (namely a malicious attack on BSO's network). As such release of this information would be seen to prejudice the prevention or detection of crime by making BSO more vulnerable to hacking at a given time.</p>
	<p>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>
	<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 BSO's 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>There is therefore an overwhelming public interest in keeping BSO's systems secure which would be served by non-disclosure.</p> <p>It has therefore been decided that the balance of the public interest lies clearly in favour of withholding the material on this occasion.</p>
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