

20th August 2024

BY EMAIL

Our Ref: FOI 2216

Dear 

Your request for information was received on 4th June 2024 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 the organisation's Voice, data & network.

Firstly, please accept my sincere apologies for the delay in providing you with this response.

Please find a response enclosed.

Please also note that some information has been considered exempt from disclosure under Section 31 of the Freedom of Information Act 2000 ('Law Enforcement').

Section 31 is also a qualified exemption which means that the public interest test (PIT) must be considered. This involves weighing the harm resulting from possible disclosure against the likely benefit to the wider public. A copy of PIT is attached for your reference.

In considering the PIT, I acknowledge that there may be a public interest for disclosure in line with HSC's requirement to be open and transparent in its use of public monies and provision of public services. However, while I make no suggestion that there is any malicious intent on your part; provision (and therefore publication) would be capable of making Health and Social Care, vulnerable to malicious attack. I therefore consider that the public interest in withholding this information outweighs the public interest in supplying it.



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:

The Information Commissioner's Office – Northern Ireland
10th Floor
Causeway Tower
9 James Street South
Belfast
BT2 8DN

Telephone: 0303 123 1114

Email: ni@ico.org.uk

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,



For 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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WLAN Wireless LAN	
b1 Which primary WLAN hardware do you use (eg Extreme, Juniper, Cisco)	Exempt
b2 When did you last conduct a major refresh of this infrastructure/how many devices?	13/3/2024 for 50 devices
b3 Who is the reseller or supplier of this WLAN hardware?	Eircom UK Ltd
b4 Who maintains the WLAN?	Exempt
b5 When is your maintainance renewal/expiry date ?	12 July 2025 with option to extent for one further year if required
b6 Have you recently reviewed/when are you next reviewing this infrastructure?	Yes, within next year or two

LAN	
a1 Which primary LAN hardware do you use (eg Extreme, Juniper, Cisco)	Cisco
a2 When did you last conduct a major refresh of this infrastructure/how many devices?	27/09/2022 for 360 devices
a3 Who is the reseller or supplier of this LAN hardware?	Virgin Media Business
a4 Who maintains the LAN?	Virgin Media Business
a5 When is your maintainance renewal/expiry date ?	12 July 2025 with option to extent for one further year if required
a6 Have you recently reviewed/when are you next reviewing this infrastructure?	Yes, within next year or two

Data Centre	
c1 Which primary data centre hardware do you use (eg Extreme, Juniper, Cisco)	Exempt
c2 When did you last conduct a major refresh of this infrastructure/how many devices?	2021
c3 Who is the reseller or supplier of this data centre hardware?	Exempt
c4 Who maintains the data centre equipment?	Exempt
c5 When is your contract renewal/expiry date ?	2027
c6 Have you recently reviewed/when are you next reviewing this infrastructure?	No
c7 Which DC compute technology do you use? (eg HP, Lenovo, Supermicro)	Exempt
c8 Which DC storage technology do you use? (eg netapp, dell, IBM)	Exempt

WAN/Internet Connectivity	
d1 Who provides your WAN (eg BT, Virgin)	Eircom UK Ltd
d2 Who provides your internet connectivity (eg BT, Virgin)	Exempt
d3 When is your maintainance renewal/expiry date ?	12 July 2025 with option to extent for one further year if required
d4 Who provides your SD-WAN (eg Palo Alto, Meraki)	N/A
d5 Do you plan to introduce SD-WAN in the future?	No
d6 Have you recently reviewed/when are you next reviewing this infrastructure?	No
d7 Which hypervisor do you use (eg VMware)	?

SIP	
e1 Which SIP carrier do you use (eg BT, Gamma, Virgin)	Virgin Media Business
e2 Who provides/resells this SIP?	Virgin Media Business
e2 How many SIP channels do you have	400
e3 When is your contract renewal/expiry date ?	Jan-24
e4 Have you recently reviewed/when are you next reviewing this service?	This service will be reviewed in the next few weeks

Mobile	
f1 Which Mobile carrier do you use (eg Vodafone)	O2
f2 Who provides/resells this service ?	O2
f2 How many mobile connections do you have	approximately 1400
f3 When is your contract renewal/expiry date ?	Oct-26
f4 Have you recently reviewed/when are you next reviewing this service?	The service will be review at the start of 2026

Telephony	
g1 Which phone systems do you use (eg Mitel, Avaya, 8x8)	Exempt
g2 When was the current system installed?	The initial system was installed over 10 years ago, but the current system is being upgraded this summer
g3 Is this on premise or cloud based?	On Premise
g4 How many users?	Approximatley 5000
g5 When is your contract renewal/expiry date ?	We have an Enterprise Licence agreement with Cisco. This will expire in Jan 2027
g6 Have you recently reviewed/when are you next reviewing this service?	This will be reviewed the 2026

Teams Phone System	
h1 Do you use Microsoft for PSTN calling?	No
h2 Which types of Microsoft telephony do you use (eg Calling plan, Skype, Operator Connect, Direct routing)	N/A
h3 How many users?	N/A
h4 If you dont currently use, are you looking to implement ?	No, not at present
h5 Have you recently reviewed/when are you next reviewing this service?	No

Contact centre	
i1 Which contact centre systems do you use (eg Genesys, Avaya, Enghouse)	Exempt
i2 When was the current system installed?	Over 10 years ago
i3 Is this on premise or cloud based?	On premise
i4 How many agents?	400 registered
i5 When is your contract renewal/expiry date ?	We have an Enterprise Licence agreement. This will expire in Jan 2027
i6 Have you recently reviewed/when are you next reviewing this service?	This will be reviewed the 2026