

16<sup>th</sup> July 2019

**BY EMAIL**

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

**Our Ref: FOI 1066**

Dear [REDACTED]

Your request for information was received on 22<sup>nd</sup> May 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 the organisation's telephone system maintenance contract (VOIP or PBX, other) for hardware and Software maintenance and support.

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

Please find the response to the information you requested below:

- 1. Contract Type: Maintenance, Managed, Shared (If so please state orgs)**  
Managed In House
- 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 this contract and please provide the average spend over the past 3 years for each provider**  
Managed In House
- 4. Hardware Brand: The primary hardware brand of the organisation's telephone system.**  
Exempt
- 5. Number of telephone users**  
Approx. 3000
- 6. Contract Duration: please include any extension periods.**  
Managed In House
- 7. Contract Expiry Date: Please provide me with the day/month/year.**  
Managed In House



**8. Contract Review Date: Please provide me with the day/month/year.**  
Managed In House

**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.**  
VOIP

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

**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.**  
Managed In House

**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.**  
Exempt

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

**1. Number of telephone Users**  
Approx. 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**  
Exempt

I wish to advise that some of the information requested above is considered exempt from release in line with Section 36 of the Freedom of Information Act 2000.

BSO's Information Technology Service (ITS) has been commissioned to provide shared ICT services to the wider HSC organisations. Essential elements of the service include the security of the data held and the protection of the HSC network boundary. With the ever increasing Cyber Security threat posed by malicious hackers, criminal organisations, and nation states involved in cyber espionage and warfare, it is

necessary to minimise the range of attack vectors presented to these nefarious non HSC entities.

Below is a list of information items, which if were disclosed, would significantly increase the risk of malicious attacks on the HSC infrastructure:

- All network hardware and software
- All network security hardware and software
- All server hardware
- Server operating systems and versions
- Server middleware product information
- Server security software
- Client hardware and operating systems
- Client security software
- Contract information from which any of the above could be inferred
- Individual staff details

For further information on this exemption, please refer to:  
<http://www.legislation.gov.uk/ukpga/2000/36/section/36>

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

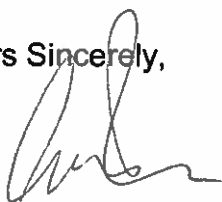
If, following an internal review, carried out by an independent decision making panel, you remain dissatisfied in any way with the handling of the request, you may make a complaint under Section 50 of the Freedom of Information Act, to the Information Commissioner's Office and ask that they investigate 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](http://www.ico.org.uk)  
**Phone:** 0303 123 1113  
**Email:** [casework@ico.org.uk](mailto: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 black ink, appearing to read 'Liam McIvor', written in a cursive style.

**Liam McIvor**  
Chief Executive