

6 December 2016

Wellington House
133-155 Waterloo Road
London SE1 8UG

T: 020 3747 0000
E: nhsi.enquiries@nhs.net
W: improvement.nhs.uk

By email

Dear [REDACTED]

Request under the Freedom of Information Act 2000 (the “FOI Act”)

I refer to your email of **11 November 2016** in which you requested information under the FOI Act from NHS Improvement. Since 1 April 2016, Monitor and the NHS Trust Development Authority have been operating as an integrated organisation known as NHS Improvement.

Your request

You made the following request:

“Please provide information on the manufacturer used, licence expiry and licence cost including duration for each of the following IT security areas within the organisation:

- 1. Desktop anti-virus*
- 2. Protection of Microsoft Exchange environment (please state if this is not applicable due to the use of NHSmail/NHSmail2)*
- 3. Email gateway (please state if this is not applicable due to the use of NHSmail/NHSmail2)*
- 4. Web gateway*
- 5. Mobile device management/enterprise mobility management*
- 6. Hard disk encryption*
- 7. Removable media encryption*
- 8. Firewall*
- 9. VPN*
- 11. Two factor authentication provider*
- 12. Wireless network provider*
- 13. Virtual server software provider and number of virtual servers (e.g. VMWare, Hyper-V etc.)*

14. VDI software provider and number of VDI instances

15. Network access control solution provider

16. Security information and event management (SIEM) solution provide

Please also provide:

17. The total number of computers within the organisation.

18. The total number of smartphones within the organisation.

19. The total number of tablet devices within the organisation.

20. Details of whether IT security is provided by an in-house team or by a third party – if by a third party please state who provides the service and when the contract expires.”

Decision

NHS Improvement holds some of the information that you have requested.

NHS Improvement has decided to release some of the information that it holds as set out in the attached annex, the responses to questions 1-16. The answers to questions 17-20 are set out below. Please note that we have renumbered the questions of your request for ease of reference.

NHS Improvement has decided to withhold some of the information that it holds on the basis of the applicability of the exemptions in section 43 of the FOI Act as explained in detail below.

The responses to questions 17- 20 are as follows:

17. The total number of computers within the organisation is approximately 600 across TDA and Monitor.

Questions 18 and 19

NHS Improvement currently has circa 1300 smartphones and tablet devices across the organisation.

20. IT security is managed via two outsourced contracts. For Monitor, the security is managed by Advanced 365 and the contract expires in March 2019. For the TDA, the security is managed by ATOS and the contract expires in May 2018.

Section 43(2) – commercial interest

Under section 43(2) of the Freedom of Information Act 2000, information is exempt if its disclosure under the Act would, or would be likely, to prejudice the commercial interests of any person. In the present case, licence costs are commercially sensitive information. Disclosing the information on individual licence costs would potentially harm the commercial interests of the supplier concerned, in particular when competing for work in the future. For example, another bidder could use this information to strengthen their own bargaining

positions when negotiating for the same or similar contracts and use that information to their advantage to the detriment of the current suppliers.

Public interest test

The exemption in section 43 is qualified and therefore subject to a public interest test-information may be withheld only if the public interest in maintaining the exemption outweighs the public interest in disclosure.

I have considered the public interest in accountability and transparency by making access to the information available, and this has been weighed against by the detrimental impact public disclosure it is likely to have on the relevant suppliers if the information is disclosed.

NHS Improvement considers that the public interest test in relation to section 43 does not favour disclosure of the information, having considered the public interest factors outlined above.

Review rights

If you consider that your request for information has not been properly handled or if you are otherwise dissatisfied with the outcome of your request, you can try to resolve this informally with the person who dealt with your request. If you remain dissatisfied, you may seek an internal review within NHS Improvement of the issue or the decision. A senior member of NHS Improvement's staff, who has not previously been involved with your request, will undertake that review.

If you are dissatisfied with the outcome of any internal review, you may complain to the Information Commissioner for a decision on whether your request for information has been dealt with in accordance with the FOI Act.

A request for an internal review should be submitted in writing to FOI Request Reviews, NHS Improvement, Wellington House, 133-155 Waterloo Road, London SE1 8UG or by email to nhsi.foi@nhs.net.

Publication

Please note that this letter and the attached information will shortly be published on our website. This is because information disclosed in accordance with the FOI Act is disclosed to the public at large. We will, of course, remove your personal information (e.g. your name and contact details) from the version of the letter published on our website to protect your personal information from general disclosure.

Yours sincerely,



Mark Smith
Head of IT and Operational Systems

| | Manufacturer used | Renewal date |
|--|---|---|
| Desktop anti-virus | Kaspersky (Monitor) | 17 September 2017 |
| Protection of Microsoft Exchange environment (please state if this is not applicable due to the use of NHSmail/NHSmail2) | NHS Mail (for both Monitor and the TDA) | Not applicable due to the use of NHSMail2 |
| Email gateway (please state if this is not applicable due to the use of NHSmail/NHSmail2) | NHS Mail (for both Monitor and the TDA) | Not applicable due to the use of NHSMail2 |
| Web gateway | Symantec Cloud (Monitor) | 31 March 2017 |
| Mobile device management/enterprise mobility management | Via Active Directory | Not applicable as managed via our Active Directory |
| Hard disk encryption | Kaspersky (data encryption, device control, locked down USB access, web control and all portable devices) | 17/09/2017 |
| Removable media encryption | Kaspersky (data encryption, device control, locked down USB access, web control and all portable devices) | 17/09/2017 |
| Firewall | CISCO | Not applicable; managed through our IT support contract with Advanced365 |
| VPN | CISCO | Not applicable; managed through our IT support contract with Advanced365 |
| Two factor authentication provider | RSA tokens | Various; expiry dates are applied to individual tokens as they are issued |
| Wireless network provider | CISCO | Not applicable; managed through our IT support contract with Advanced365 |
| Virtual server software provider and number of virtual servers (e.g. VMWare, Hyper-V etc.) | Veeam licences x 16 | 28/01/2017 |
| VDI software provider and number of VDI instances | VMWare (Circa 500) | Various expiry dates with the earliest being 21 March |

Annex

| | | |
|---|---------------------------|--|
| | | 2017 |
| Network access control solution provider | CISCO | Not applicable; managed through our IT support contract with Advanced365 |
| Security information and event management (SIEM) solution provide | Various monitored by A365 | Not applicable; managed through our IT support contract with Advanced365 |