

Request title: ICT Assets

Date of Response: 13th August 2015

Further to your Freedom of Information request, the Trust has answered your questions in the order they appear in your request.

Request and reply

ICT assets base

1. ICT end-user base

Approximately how many IT users do you have in your organisation?

Total no IT users
5804

Please tell us where these users work:

Typical place of work	% of users
Permanent desk	80
Hot-desk	0
Not desk-bound (community or field-based)	20
Working from home (for all or part of the week)	0

2. End-user and office equipment

How many of the following devices are in use within your organisation, and how often are these devices replaced?

Device/equipment type	Number of devices in use	Approx. date of purchase of your oldest assets	Approx. date of purchase of your most recent assets	Average refresh rate (e.g. every 3 years)	Most dominant brand in use
Desktop PC	3336	2010	08/2015	5 years	Dell
Thin client PC	0				
Laptop PC	795	2010	08/2015	5 years	Dell
Tablet PC	0				

Mobile phone owned by your organisation	600	2013	08/2015	2 years	Nokia
Mobile phone used within a BYOD context	0				
Printers, photocopiers, scanners	1088 0 65	Not known	01/2015	None	HP
Multi-function devices (MDFs)	92	Leased			Konica

3. Servers

Who is responsible for managing your server assets? Please tick the option(s) which best describes your organisation:

Management responsibility for servers	
We manage all our own servers	Yes
We manage some of our own servers (please give approx %), with the remainder managed by a third party	No
We lease our servers, but a third party manages them all on our behalf	No
We do not own any servers – all of our systems are hosted	No

Of the servers that you manage, please provide approximations for the following:

Server installed base	
How many server units do you have?	535
Most dominant brand of server in use?	Dell
Average utilisation rate of your servers (%)? Alternatively, what % do you consider to be under-utilised?	50%
% of server units that are virtualised?	75%
Do these virtualised servers reside within a server room or a data centre belonging to your organisation? If YES, please also respond to Q5	Yes

4. Storage hardware/devices

Who is responsible for managing your storage hardware/devices? Please tick the option(s) which best describes your organisation:

Management responsibility for storage hardware/devices	
We manage our own storage hardware/devices	Yes
We manage some of our own storage hardware/devices (please give approx %), with the remainder managed by a third party	No
We lease our storage hardware/devices, but a third party manages them all on our behalf	No

We do not own any storage hardware/devices – all of our systems are hosted	No
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Of the storage hardware/devices that you manage, please provide approximations for the following:

Storage hardware/devices installed based	
How many storage units do you have?	8
Most dominant brand of storage hardware/device in use?	Dell
Average utilisation rate of your storage devices (%)? Alternatively, what % do you consider to be under-utilised?	60%
What is your average storage capacity (%)?	20%
Do these storage devices reside within a server room or data centre belonging to your organisation?	Yes
% of storage devices that are virtualised?	0
Do these virtualised storage devices reside within a server room or a data centre belonging to your organisation? If YES, please also respond to Q5	N/A

5. Server room or data centre facility

We would like to get an approximation of how your in-house server room or data centre is configured:

Server room or data centre location	
If an in-house server room or data centre, please give approx. size and/or capacity of the facility (m ₂ or ft ₂)	110.472m ²
Total no racks in your in-house server room or data centre (units)	32
Alternatively, is your server room or data centre co-located in another public sector organisation's facility	No
Alternatively, is your server room or data centre co-located in a specialist private sector data centre facility	No
Alternatively, do you manage a co-located facility on behalf of another public sector organisation?	No

6. Telecoms and Unified Comms

We would like to get an approximation of your telecoms and unified communications infrastructure (to include messaging, conferencing and video, as well as voice):

Telecoms and Unified Comms Infrastructure	No end users/seats
On-premise IP PBX (Internet Protocol Private Box Exchange)	3000
Hosted IP PBX/Unified Comms service	0
Other (please define)	0