

Freedom of Information Request	FOI 21-510	6 th December 2021
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Telephony and UC/ Collaboration

Please confirm the manufacturer of your telephony system(s) that are currently in place - Avaya, Cisco, Nortel

When was the installation date of your telephony equipment? The Health Board has telephony equipment across more than 100 sites, installed over the last 20 years. It is not possible to provide the individual installation dates.

When is your contract renewal date? 31/3/22

Who maintains your telephony system(s)? Insight Direct

Please confirm the value of the initial project – This is dependent on capital funding – this year around £300k

Please confirm the total ongoing annual spend on telephony - As above

Please confirm the annual support cost for your telephony system - Annual support < £ 250k

Do you use Unified Communications or Collaboration tools, if so which ones? The Health Board has both Avaya UCM and Cisco UCM but only use basic telephony and Softphones. We integrate with other applications such as Netcall, Vocera, etc via Avaya Session Manager

Contact Centre

Please confirm the manufacturer of your contact centre system(s) that are currently in place? Avaya Aura Contact Centre

When was the installation date of your contact centre infrastructure? Pre 2010 but in the process of upgrading from 7.0 to 7.1

When is your contract renewal date? - As above

Who maintains your contact centre system(s)? – As above

Please confirm value of the initial project? - As above

Please confirm the value of annual support/maintenance services (in £)? And overall annual spend for the contact centre – included in above

How many contact centre agents do you have? - Licensed for 185 agents

Do agents work from home? Or just your offices? – A combination of both home and office

Do you use a CRM in the contact centre? What platform is used? No. We use voice contacts on CCMS and reporting and Real time displays on CCMA

Do you use a knowledge base / knowledge management platform? What platform is used? - No

Connectivity and Network Services

Who provides your WAN and internet connectivity and the annual spend on each BT PSBA - < £150k per annum

Have you, or do you plan to deploy SD Wan services - Yes, long term and requires changes to PSBA

Have you got SIP trunks, if so who from and confirm annual spend - Yes using Gamma

Please confirm who provides your LAN, WIFI and Security infrastructure

I can confirm that the Health Board holds information that you have requested. However, the Health Board believes that releasing this detailed information creates a security risk and is likely to prejudice the prevention or detection of crime (section 31(1)(a)) so in this case we will not be providing it to you as it is exempt from disclosure.

In line with the terms of this exemption in the Freedom of Information Act, we have also considered whether it would be in the public interest for us to provide you with the information, despite the exemption being applicable. In this case, we have concluded that the public interest favours withholding the information.

Please confirm your annual spend on each - As above

Please confirm your data centre switching and security infrastructure and have you deployed cloud based security and threat management

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Organisation

How many employees do you have overall within your organisation?

16000

Can you provide contact details for your procurement lead / category manager for these services?

Can you provide names and contact details for the following people within your organisation?

- **CIO / IT Director**
- **Head of IT**
- **Head of Digital Transformation**
- **Head of Customer services**

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