

Freedom of Information request 370-23

Request

We would be grateful if you could help in answering our request for information for the following questions; answering for A-J on questions 1-8.

- a) Photocopiers/MFDs (Multi-Functional Device)
- b) Printers
- c) Print room / reprographic
- d) Desktops
- e) Laptops
- f) Displays
- g) Network
- h) cyber security
- i) Audio Visual
- j) infrastructure

Q1. Please name all the IT resellers that you have contacts with and buy from.

Q2. What is the length of the contracts, more specifically their end date, with the named IT resellers in question 1.

Q3. What year and month is the next hardware refresh due?

Q4. Please name the number of devices deployed by the NHS/Fire service/university/council/school?

Q5. In reply to question 4, which department/facility are those located?

Q6. Please name the brand and model of the devices mentioned and the spend for each product.

Q7. Details on how these were procured. i.e. By Framework

- i. Procurement method
- ii. If Framework, please state which one.

Q8. Do you normally purchase equipment as services or as a capital?

Q9. What is your annual print/copy volume and spend?

Q10. Who is the person(s) within your organization responsible for the MFD's, print hardware, and supplies contract(s)? Please provide their title and their contact details.

Q11. Who is responsible for purchasing end user devices such as laptops, desktops, networking, infrastructure, cyber security, displays and accessories? Please provide their title, and their contact details.

Response

a) Photocopiers/MFDs (Multi-Functional Device)

1. Ricoh
2. 3 and 5 years. Various end dates. Not a single deployment – deployed over time as per departmental need.
3. None planned
4. 154
5. All sites
6. Ricoh – various models – spend not recorded at that level*
7. Framework – NP794/18
8. Leased only

b) Printers

1. Insight
2. not contracts – warranties. Purchased on an ongoing basis – so various end dates.
3. ongoing lifecycle management
4. 1350
5. all sites
6. HP and Zebra– various models – spend not recorded at that level*
7. Framework - SP-19-016
8. Capital

c) Print room / reprographic

- None – not applicable

d) Desktops

1. HP
2. not contracts – warranties. Purchased on an ongoing basis – so various end dates.
3. ongoing lifecycle management
4. 1860
5. all sites
6. HP – various models – spend not recorded at that level*
7. Framework - SP-19-016
8. Capital

e) Laptops

1. HP
2. not contracts – warranties. Purchased on an ongoing basis – so various end dates.
3. ongoing lifecycle management
4. 1080
5. all sites
6. HP – various models – spend not recorded at that level*
7. Framework - SP-19-016
8. Capital

f) Displays

1. HP
2. not contracts – warranties. Purchased on an ongoing basis – so various end dates.
3. ongoing lifecycle management
4. 2400
5. all sites
6. HP – various models – spend not recorded at that level*
7. Framework - SP-19-016
8. Capital

g) Network

1. SCC
2. All Cisco assets in support until December 2027
3. None planned
4. 700 devices
5. all sites
6. Cisco – various models
7. Not through framework - Manufacturer Warranties\Software £65000
8. Revenue

h) cyber security

Under Section 24 (1) of The Freedom of information (Scotland) Act 2002, NHS Borders considers that disclosure of this information would not be in the interest of the Boards' security. * See note below.

Disclosing details about Cyber incidents, Operating Systems, Top Cyber Security Risks, Patch Management Cycles, Board Briefings, Staff Training and Cyber Security Vacancies could allow individuals to assess the strength of our defences. The public interest arguments against disclosure under Section 31 (1) (a) are similar. Any attempt to hack into an IT system is a criminal offence. Disclosing this information could aid, and indeed encourage, a criminal who was intent on launching an attack on the organisations ICT systems and could expose the Board to potential threats such as targeted e-crime

i) Audio Visual

1. NuVideo
2. In support until 2024
3. None planned
4. 2 units
5. Borders General Hospital
6. Cisco - £1700
7. Not through framework
8. Revenue

j) infrastructure

- IT infrastructure, by definition, includes elements already listed above.

9. Print\Copy volumes are not tracked*. Annual spend £55000

10. Kevin Messer – IT Delivery Manager kevin.messer@borders.scot.nhs.uk

11. Kevin Messer – IT Delivery Manager kevin.messer@borders.scot.nhs.uk

Please Note:

* This information is not held, as defined in Section 17, Freedom of Information (Scotland) Act 2002.

If you are not satisfied with the way your request has been handled or the decision given, you may ask NHS Borders to review its actions and the decision. If you would like to request a review please apply in writing to, Freedom of Information Review, NHS Borders, Room 2EC3, Education Centre, Borders General Hospital, Melrose, TD6 9BS or foi.enquiries@borders.scot.nhs.uk.

The request for a review should include your name and address for correspondence, the request for information to which the request relates and the issue which you wish to be reviewed. Please state the reference number **370-23** on this request. Your request should be made within 40 working days from receipt of this letter.

If following this review, you remain dissatisfied with the outcome, you may appeal to the Scottish Information Commissioner and request an investigation of your complaint. Your request to the Scottish Information Commissioner should be in writing (or other permanent form), stating your name and an address for correspondence. You should provide the details of the request and your reasons for dissatisfaction with both the original response by NHS Borders and your reasons for dissatisfaction with the outcome of the internal review. Your application for an investigation by the Scottish Information Commissioner must be made within six months of your receipt of the response with which you are dissatisfied. The address for the Office of the Scottish Information Commissioner is, Office of the Scottish Information Commissioner, Kinburn Castle, Doubledykes Road, St Andrews, Fife.