

20 September 2023

Freedom of Information request 648-23

Request & Response

1. How much data do you store operationally?

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.

2. What is your organisation's current data recovery process?

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3. How often does your organisation perform backups of critical data, and is this an automatic or manual backup?

Active, continuous.

4. Which data backup solutions does your organisation currently employ?

Veeam/Active/Active replication.

5. What is the average recovery time for your organisation in event of failure or data loss?

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6. Does your organisation have a formalised disaster recovery plan?

Yes.

7. How often does your organisation test the effectiveness of its disaster recovery plan?

Annually.

8. What types of disasters or incidents does your disaster recovery plan cover?

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9. Has your organisation experienced any significant data loss incidents in the past two years? If so, how were they addressed?

None.

10. How does your organisation handle the storage and management of backup tapes or other physical backup media?

Securely.

11. Does your organisation utilise virtualisation technology for any critical systems or applications?

Yes.

12. Are there any specific challenges or pain points that your organisations faces regarding VMware or virtualisation technology?

None.

13. How frequently does your organisation update or upgrade its Virtualisation software?

In line with vendor recommendations and release schedule.

14. What backup/recovery solutions does your organisation use for virtual machines?

Veeam

15. Has your organisation have any plans to migrate away from legacy backup or disaster recovery systems? If yes, what is the timeline for migration?

No legacy solutions in place.

16. How does your organisation ensure the security and confidentiality of backup data during transmission and storage?

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17. Are there any legal or compliance requirements that impact your organisation's data recovery/backup/disaster recovery processes?

GDPR

18. When are your contracts for Data Recovery, Backup, Disaster Recovery and VMware related initiatives up for renewal, please express in bullet points and indicate if supplied by multiple vendors or single vendor

Single vendor,3 year rolling contract.

* Disclosing details about data storage and recovery, recovery plans and back-up data 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.

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 **648-23** 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.