



Trust Headquarters
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8th December 2021

Email:

Dear,

I am writing in response to your enquiry under the Freedom of Information Act 2000 (FOIA) reference FOI 211204.

You requested the following information, please also see our response below:

According to board papers and news reports, on 17th November 2021, a Critical Incident was declared by the on-duty Strategic Commander following a significant IT issue which affected a number of our systems, including the Computer Aided Dispatch (CAD) and telephony systems.

Given the issue was apparent from 8.30, did it relate to overnight maintenance work?

Yes, planned maintenance work.

Given the issue affected more than one system, did it relate to network infrastructure?

Yes

Which company provides and supports the SECAMB's computer network infrastructure?

Complete Networks Ltd provides support for the LAN and WAN.

I hope you find this information of some assistance.

If for any reason you are dissatisfied with our response, kindly in the first instance contact Caroline Smart, Head of Information Governance via the following email address:

FOI@secamb.nhs.uk

Yours sincerely

Freedom of Information Coordinator
South East Coast Ambulance Service NHS Foundation Trust

