

Date: 09/07/2024

FOI: 231022

Email:

Dear,

I am writing in response to your enquiry under the Freedom of Information Act 2000 (FOIA) reference FOI 231022, in which you asked the following:

Please do provide all relevant information to the following questions, with both text and relevant links to documents.

1. When was your last networking (LAN, Core & Edge refresh, and when is the next refresh planned?

- 2022 refreshed, plus 5 years

1a. What would you like to improve upon in your next refresh?

- Opinion not fact.

1b. Could you please confirm the supplier for your current contract and the vendor that you are using?

- Withholding information on grounds of cyber security, supplier information could be used to identify the product and allow for a targeted cyber attack.

2. When was your last Wi-Fi refresh, and when is the next refresh planned?

- 2022 refreshed, plus 5 years

2a. What would you like to improve upon in your next refresh?

- Opinion not fact.

2b. Could you please confirm the supplier for your current contract and the vendor that you are using?

- Withholding information on grounds of cyber security, supplier information could be used to identify the product and allow for a targeted cyber attack.

3. When was your last Telephony Hardware refresh, and when is the next refresh planned?

- Planned for early 2024

3a. What would you like to improve upon in your next refresh?

- Opinion not fact.

3b. Could you please confirm the supplier for your current contract and the vendor that you are using?

- FourNet Technologies Ltd - Avaya

4. When was your last Unified Communications refresh, and when is the next refresh planned?

- Using MS Teams, no plans to refresh/replace

4a. What would you like to improve upon in your next refresh?

- Opinion not fact.

4b. Could you please confirm the supplier for your current contract and the vendor that you are using?

- Microsoft ESA / SCE via framework reseller Insight Direct UK Ltd

5. Do you currently use SD-WAN or SASE, if not it this something that you are planning to do?

- SD-WAN in use.

5a. If yes, could you please confirm the supplier for your current contract and the vendor that you are using?

- FourNet Technologies Ltd – Convergence Group & Virtual 1

6. What adoption of asset tracking/real-time asset locating, or RFID has been implemented or is being considered or planned?

- Front line vehicles are tracked via MDT, tablets/smartphones are tracked via MDM

6a. Can you confirm contract dates and vendors?

- Withholding information on grounds of cyber security, supplier information could be used to identify the product and allow for a targeted cyber attack.

7. Do you have an alert/notification solution in place for reducing false alarms or is being considered or planned?

- Not applicable for an ambulance service unless this is regarding IT notification systems

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