



# North East and North Cumbria

Our Reference North East and North Cumbria  
ICB\FOI ICB225

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10 February 2023

## **Freedom of Information Act 2000 – Request for Information – NHS North East and North Cumbria Integrated Care Board**

Thank you for your request received by North of England Commissioning Support (NECS) on 09 February 2023 for information held by NHS North East and North Cumbria Integrated Care Board (ICB) under the provisions of the Freedom of Information Act 2000.

For information Clinical Commissioning Groups ceased to exist on 30 June 2022. Services that were previously delivered by the CCG are now being delivered by the successor organisation NHS North East and North Cumbria (ICB). This covers the areas of County Durham, Newcastle Gateshead, North Cumbria, North Tyneside, Northumberland, South Tyneside, Sunderland and Tees Valley.

Please find the information you requested on behalf of the ICB as follows.

### **Request**

1. Telephony and UC/ Collaboration
  - a. Please confirm the manufacturer of your telephony system(s) that are currently in place
  - b. When is your contract renewal date?
  - c. Who maintains your telephony system(s)?
  - d. Do you use Unified Communications or Collaboration tools, if so which ones?
2. Microsoft
  - a. What Microsoft 365 licence do you have across the business e.g. E3, E5
  - b. Which partner looks after your Microsoft tenant?
  - c. Where do you host your applications? Do you have on-premise infrastructure or do you host your applications in public or private cloud? Which?
3. Storage
  - a. Does your organisation use on-premise or cloud storage or both?
  - b. Please confirm the on-premise hardware manufacturer
  - c. Please confirm your cloud storage provider
  - d. What is your annual spend on cloud storage?
  - e. How do you back up your data and with who e.g. Backup as a Service

## Response

### 1. Telephony and UC/ Collaboration

Question	Response
a. Please confirm the manufacturer of your telephony system(s) that are currently in place	Cisco
b. When is your contract renewal date?	NENC ICB does not hold this information as it is included as part of a SLA covering services to the ICB (not just IT services) from NECS
c. Who maintains your telephony system(s)?	NHS North of England CSU
d. Do you use Unified Communications or Collaboration tools, if so which ones?	Cisco Jabber & MS Teams

### 2. Microsoft

Question	Response
a. What Microsoft 365 licence do you have across the business e.g. E3, E5	Microsoft 365 Apps for Enterprise (NHS E3)
b. Which partner looks after your Microsoft tenant?	NHS North of England CSU / NHS Digital
c. Where do you host your applications? Do you have on-premise infrastructure or do you host your applications in public or private cloud? Which?	Public Cloud hosted by Microsoft

### 3. Storage

Question	Response
a. Does your organisation use on-premise or cloud storage or both?	Both
b. Please confirm the on-premise hardware manufacturer	HP, Dell
c. Please confirm your cloud storage provider	Microsoft Azure
d. What is your annual spend on cloud storage?	NENC ICB does not hold this information as it is included as part of a SLA covering services to the ICB (not just IT services) from NECS
e. How do you back up your data and with who e.g. Backup as a Service	Veeam Backup to HP and Dell hardware located in NECS data centres.

In line with the Information Commissioner's directive on the disclosure of information under the Freedom of Information Act 2000 your request will form part of our disclosure log. Therefore, a version of our response which will protect your anonymity will be posted on the NHS ICB website <https://northeastnorthcumbria.nhs.uk/>.

If you have any queries or wish to discuss the information supplied, please do not hesitate to contact me on the above telephone number or at the above address.

If you are unhappy with the service you have received in relation to your request and wish to make a complaint or request a review of our decision, you should write to the Senior Governance Manager using the contact details at the top of this letter quoting the appropriate reference number.

If you are not content with the outcome your complaint, you may apply directly to the Information Commissioner for a decision. Generally, the Information Commissioner cannot make a decision unless you have exhausted the complaints procedure provided by the North of England Commissioning Support Unit.

The Information Commissioner can be contacted at:

Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF

[www.ico.gov.uk](http://www.ico.gov.uk)

Any information we provide following your request under the Freedom of Information Act will not confer an automatic right for you to re-use that information, for example to publish it. If you wish to re-use the information that we provide and you do not specify this in your initial application for information then you must make a further request for its re-use as per the Re-Use of Public Sector Information Regulations 2015 [www.legislation.gov.uk](http://www.legislation.gov.uk) . This will not affect your initial information request.

Yours sincerely

*Hilary Murphy*

**Hilary Murphy**  
**Information Governance Officer**