

**Information Governance**  
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Web: [www.oxfordhealth.nhs.uk](http://www.oxfordhealth.nhs.uk)

3 October 2018  
Reference no. 18190213

Dear

**Request for Information: Freedom of Information Act**

Thank you for your email of 5<sup>th</sup> September making a request for information under the Freedom of Information Act. You requested the following information and the Trust is able to provide the information below in response:

Request:

I wish to submit a request to the organisation around their hosting contract(s) with 3<sup>rd</sup> party providers.

The type of contract I wish to see is below:

1. Dedicated hosting- Managed environment
2. Co-Location- hosting allows a business to still own their own server equipment; however, instead of storing it in their own data centre, they instead are able to store it in rented space in a colocation hosting centre.
3. Cloud Hosting- Cloud hosting services provide hosting for websites on virtual servers, which pull their computing resource from extensive underlying networks of physical web servers.

Not all of these will be applicable to the organisation.

For the different types of hosting services, can you provide me with the following information:

1. Type of hosting – Dedicated, Co-Location, Cloud Hosting, Other?
2. Who is the supplier of the contract? If possible can you also provide me with the name of vendor, if applicable?

3. What is the annual contract value for each contract?

4. What type of cloud environment?

**Private Cloud**- a distinct and secure cloud based environment in which only the specified client can operate.

**Public Cloud** - where cloud services are provided in a virtualised environment, constructed using pooled shared physical resources, and accessible over a public network such as the internet.

**Hybrid**- integrated cloud service utilising both private and public clouds to perform distinct functions within the same organisation.

5. What is the original start date of the contract agreement? If there are more than one contract please provide me with the start date for each contract.

6. What is the actual expiry date of the contract agreement? If there are more than one contract please provide me with the expiry date for each contract.

7. When will the organisation plan to review this contract? If there are more than one contract please provide me with the review date for each contract.

8. What is the contract period in years? Please include whether the agreement has any extension periods?

9. What services are provided under the contract? Please do not put hosting, information such as web hosting, file storage, hosted application. The more information the better,

10. Can you please provide me with the contract officer responsible for this contract? Complete contact details if possible name, title, contact email and number.

Response:

Cloud

Microsoft

Section 43 applied

Public Cloud

November 2016

November 2019

January 2019

Three

Office 365

Mark Walker, [mark.walker@oxfordhealth.nhs.uk](mailto:mark.walker@oxfordhealth.nhs.uk)

Dedicated

One Advanced

Section 43 applied

Private cloud  
May 2018  
April 2023  
Carenotes (electronic health record)  
Mark Walker, [mark.walker@oxfordhealth.nhs.uk](mailto:mark.walker@oxfordhealth.nhs.uk)  
Cloud  
ServiceNow  
Section 43 applied  
Public cloud  
April 2016  
March 2019  
March 2019  
Three  
ServiceNow  
Mark Walker, [mark.walker@oxfordhealth.nhs.uk](mailto:mark.walker@oxfordhealth.nhs.uk)

Cloud  
Paragon Internet Group  
Section 43 applied  
Public cloud  
November 2017  
November 2018  
November 2018  
One  
Web site hosting  
Mark Walker, [mark.walker@oxfordhealth.nhs.uk](mailto:mark.walker@oxfordhealth.nhs.uk)

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 me and I will ensure the decision is reviewed. The Trust will consider undertaking a review if requested to do so within 40 working days of the date the response is received by the applicant, and will apply discretion if a longer period of time has passed.

Should you wish to make a complaint as a result of the outcome of such a review, you may apply directly to the Information Commissioner's Office (ICO) for a decision.

Generally, the ICO cannot make a decision unless you have exhausted the complaints procedure provided by the Trust for FoI Act matters.

The ICO can be contacted at:

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

Please contact me if there are any further queries.

Kind regards,

Yours sincerely,

Mark Underwood

Head of Information Governance