King's College Hospital NHS
NHS Foundation Trust

ICT - Frequently asked questions – PCs, LAPTOPS, SERVERS, DATA CENTRES

PCs, LAPTOPS, SERVERS, DATA CENTRES	
How many Desktops are in use and which Brand	Approx. 7300– mainly Dell
How many Laptops are in use and which Brand	Approx. 600– mainly Dell
How many desktops, laptops and thin clients do you have in total in your organisation?	7900
Which vendor(s) / resellers does the Trust use to purchase the majority of its PCs/laptops?	Dell
How much did the trust spend and plan to spend on purchasing desktop PCs and laptops in FY 2013-14, 2014-15 and 2015-16?	The Trust does not routinely record the information you have requested in a way that enables us easily to provide the information that you have requested. We calculate that to identify, extract and collate the information from underlying records would take in excess of the cost and time limit set out in the regulations to the Act. Accordingly we are withholding this information as permitted by Section 12 of the Act.
What is the trust's PC refresh policy?	Refreshed as part of leasing scheme every 4 years
When does the Trust plan to next refresh its PC's?	Ongoing every 3 months
What operating system software is used	Windows 7, moving to Windows 10 in 2016
Which vendor(s) or software reseller does the trust use?	As required, recently Bytes
What PC office software does the trust use and how many licenses does the trust have for each software version?	Microsoft Office 2010 Standard = 200 2010 Pro Plus = 6861 2013 Pro Plus = 627
How much did the trust spend and plan to spend on purchasing desktop PC operating system licenses in 2014-15, 2015-16 and 2016-17?	The Trust does not routinely record the information you have requested in a way that enables us easily to provide the information that you have requested. We calculate that to identify, extract and collate the information this information from underlying records would take in excess of the cost and time limit set out in the regulations to the Act. Accordingly we are withholding this information as permitted by Section 12 of the Act.
What is the trust's operating and office system software upgrade policy or plans?	Operating - Complete the migration to Windows 10 over 4 years

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	Office – dependent on Microsoft's plans
Does the trust use "Software As a Service" (SAS) services?	No
Is your workstation estate covered by a desktop management and asset management software tool?	Yes
If so, which vendor and product (e.g. Microsoft SCCM, Novell ZENworks) do you use?	SCCM and AssetStudio principally
How many licences do you have currently under maintenance?	8159 User and 1109 device licences
What suppliers/brands of Storage Area Networking (SAN) do you use?	EMC
Who is responsible for managing your storage hardware/devices?	We manage our own storage hardware/devices
Of the stage hardware/devices that you manage: 1. **How many storage units do you have?** 2. **Average utilisation rate of your storage devices (%)** 3. **% of storage devices that are virtualised?** 4. **Do these storage devices reside within a server room or data centre belonging to your organisation?**	 12 60% 0 Yes
How many Physical Servers are in use?	Approximately 250 at the main sites and 41 off site
Total number of racks in your in-house server room or data centre (units)	50 (3 data centres)
What brands are the servers?	Dell and HP
Average utilisation rate of your servers (%)	70%
% of server units that are virtualised?	50%
How much did the Trust spend and plan to spend on purchasing server hardware in FY 2013-14, 2014-15 and 2015-16?	The Trust does not routinely record the information you have requested in a way that enables us easily to provide the information that you have requested. We calculate that to identify, extract and collate the information this information from underlying records would take in excess of the cost and time limit set out in the regulations to the Act. Accordingly we are withholding this information as permitted by Section 12 of the Act.
Who is responsible for purchasing new server equipment, technically and commercially?	ICT and Procurement – see contact information under General FAQ's
Who do you make your server purchases though?	Various.

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Which vendor(s) does the organisation use?	Dell principally
What is the Trust's server refresh policy?	As and when necessary – but 3 years is our standard warranty period
Who is responsible for managing your server assets	We manage approx. 90% of our own servers, with the remainder being managed by a third party
How many of the trust's staff (FTE) manage the trusts servers?	4
Which Server Platform(s) and Operating System(s) do you use?	Dell & HP and Windows and a few Linux
Which vendor(s) does the Trust use to purchase server OS software?	Various
What supplier provides the maintenance (out of warranty) support on your desktops and servers and when does the contract expire?	Desktops - none. Servers - Dell, Cantel and Banctec Kelway
How many Virtual Servers are in use?	283
Which server virtualisation software do you use?	VMware 5.1, 5.5 and 6.01
Do you access any virtual servers in the cloud?	Yes
Does the trust run/manage its own data centre or is this managed externally?	Manages itself
Is the data centre on site, off site (another NHS trust), off site (private site in UK), off site (private site outside UK) or other (please specify).	On site
How much did the trust spend and plan to spend on staff expenses to run its data centre in 2014-15, 2015-2016 and 2016-17?	The Trust does not routinely record the information you have requested in a way that enables us easily to provide the information that you have requested. We calculate that to identify, extract and collate the information this information from underlying records would take in excess of the cost and time limit set out in the regulations to the Act. Accordingly we are withholding this information as permitted by Section 12 of the Act.
Which vendor(s) supplies the Trust's data centre?	N/A
When does the data centre services contract expire?	N/A
Does the trust use "Infrastructure As a Service" (IAS) services?	No
How much did the Trust spend and plan to spend on data centre services in FY 2014-15, 2015-16 and 2016-17?	£0

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