

ICT - Frequently asked questions – OTHER ICT AREAS

includes Enterprise Storage, Service Desk Tools, Asset Disposal, cloud based services, Wi-Fi Services, Patient reminder service

OTHER ICT AREAS	
ENTERPRISE STORAGE	
What enterprise storage brands have you purchased?	EMC - 2013
How much did you spend on enterprise storage and how many raw terabytes (TB) of capacity did you get	2015-16 - £250K and 325 TB
How much did you spend on open-source storage or Software-Defined-Storage and how many raw terabytes (TB) of capacity did you get?	2015-16 – Zero
How much data do you have stored digitally currently?	131Tb on Centera; 48Tb on VNX; Backups (CommVault) 62 Tb. Other Servers 10 TB
Which application do you use for Enterprise Resource Planning/Management (ERP/ERM)?	N/A
Which application do you use for Groupware Products?	N/A
Which application do you use for Database Products?	MS Access, Oracle, SQL, Datix
SERVICE DESK TOOLS	
Which software product do you use for your IT and general service desk tool?	BMC Service desk Express
When is the renewal due on the maintenance?	30th June 2017
OTHER	
Do your users make use of cloud-based storage services such as Dropbox?	No
Do you currently have a mobile and desktop file sharing solution that allows "Dropbox-like" functionality to your users?	No
What file transfer solutions (eg FTP, SFTP, SCP) are you using for moving files in and out of your organisation?	SFTP
Do you run older (legacy/green-screen/main-frame) systems within your estate?	No
Which directory service/s (eg Active Directory, eDirectory, OpenLDAP etc) do you use within your organisation?	Active Directory
How many users, service accounts and groups do you have in each directory?	25,000

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If you run multiple directories, do you synchronise objects between them?	N/A
If so, which software product do you use?	N/A
ASSET DISPOSAL	
Do you currently have an IT asset disposal policy?	Yes
Who is responsible for this policy?	Written by the Information Security and DPA team, owned and performed by the IT Operation Manager, staff and disposal company.
Is that person aware of the Information Commissioner's Guidance Notes on this area?	YES, the organisation understands its responsibilities to WEEE, DPA and responsible information management disposal.
Who is your current IT asset disposal Company	EOL IT Services / Dell Computer Corporation/Dataserv
Do you currently have in place a contract for your IT asset disposal with this company?	Yes
How often / when was the last time you audited your IT asset disposal company.	New Contract http://www.eolitservices.co.uk/index.php/our-company/accreditations EOL IT must be fully accredited on a yearly basis by these bodies but we intend to conduct audits annually.
Name of your Information Governance Manager / Data Protection Office or Senior Information Risk Owner?	Please see contacts information under GENERAL FAQ's
PATIENT/VISITOR WI-FI	
Which Hospitals/clinics/ facilities in your Trust have Guest and Patient WiFi?	King's has three main hospital sites at Denmark Hill (KCH), Locks Bottom (PRUH) and Orpington Hospital which are covered by WiFi
Of the hospitals with patient and visitor WiFi access, how many charge for the use / access of the WiFi?	All three sites are provided on a pay to use basis.
How much does each hospital charge for the Patient and Visitor WiFi? Please provide charges per hour, day, week, month and year.	The hospital does not charge for access to the service. The service is provided by a third party. The charges have not changed since April 2013 The Trust does hold the information you have requested on charges, but considers that release of this information falls within the exemption provided by Section 43 (2) of the Act, on the basis that the information is commercially sensitive and would be likely to prejudice the commercial

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	interest of various parties.
To which company have you awarded the contract to provide guest / Visitor WiFi services?	The company which provides this service is WiFi Spark - http://www.wifispark.com/
Who decides the charges: the trust, hospital or WiFi provider?	The WiFi provider.
When was the wifi installed and how much were those installation costs?	The service runs across the Trust's WiFi system. It is not a special installation.
Who funded the installation? The WiFi provider, the trust or split between the two? If split, in what proportions?	See above
What is the annual running cost to provide visitor and patient WiFi per hospital?	There is no cost to the Trust.
How much annual income (or losses) to each hospital are generated from WiFi charges?	The figure is a mean across 12 months. KCH £16,800 PRUH £14,400 ORP £800
How is income from patient/visitor WiFi service divided between the WiFi provider and the trust/hospital? E.g.; income above a certain figure goes to the trust / a percentage goes to the trust / no income is received nor are any costs borne by the trust?	A percentage is paid to the Trust in lieu of rental for using the Trust's WiFi installation.
How was the contract to provide patient/visitor WiFi awarded?	This is not provided under a contract.
How did you arrive at the decision to charge or not charge patients / guests a fee for the use of the WiFi?	It was provided based on there being a charge to use the system.
How were the fees arrived at?	See above
How was the contract to provide patient/visitor WiFi awarded? Was there a competitive a tendering process?	See above Each time the provider notifies the Trust that they are adjusting the figures, the Trust compares them with other similar services.
PATIENT REMINDER SERVICE	
1. When the service was implemented and the specialties included.	Trust Wide across all specialties in January 2012
2. Monthly values for the numbers of patients contacted/reminded.	Approx. 150,000 per month
3. Specific details of any aims/targets set of the reminder service and	Starting point was a monthly DNA rate around 13-13.5% - Target was 10%, however latest DNA rate is

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whether or not these have been achieved.	10.9%
4. Details of any patient complaints or technical difficulties encountered whilst the service is in operation.	No major complaints
5. Where are the servers used to process the appointment reminders located?	Onsite
If the service uses SMS	
6. Do you use NHSMail or another?	Another
7. Where are the SMS carriers servers located?	UK Tier 1 datacentres
If the service uses automated IVR/IVM (Interactive Voice Response/Interactive voice Messaging) calls;	
8. Where are the servers that undertake these calls located?	Onsite
9. Do the IVR servers process patient identifiable data?	Yes
If the service uses agent calls;	
10. What percentage of the overall service outcomes are completed by an agent?	Approx. 25% of patients that wish to cancel or rebook speak to an agent immediately as part of the automated reminder
11. What information do agents have access to?	Patient name, NHS ID, Appointment Date and Time, what the patient wishes to do
12. Are all agents making the calls based in a call centre?	No
13. Where are the call centres situated?	Onsite
14. If not what percentage of calls are made by home workers?	N/A
15. Geographically, where are the home based workers?	N/A
16. What security measures are in place to prevent home-based workers from replicating data locally?	N/A
17. Are all home based staff DBS checked?	N/A
18. Have you received any complaints at	No

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all regarding the agent call service (including but not limited to: manner, tone, ability to understand accents or dialects)?	
19. Please provide details of the member(s) of staff responsible for the implementation and continued running of the service and their role within the Trust?	<p>The names of staff in senior or public facing roles only are publicly available on the Trust website at the following links:</p> <p>http://www.kch.nhs.uk/Doc/MI%20-%20002.12%20-%20Who's%20Who%20Chart.pdf http://www.kch.nhs.uk/service/a-z</p> <p>It is Trust policy to not give out other staff names, personal email addresses and contact details. This policy helps protect Trust staff from unsolicited emails and correspondence not directly related to their role and the work they are doing. You can of course call the main Trust switchboard on 020 3299 9000.</p>
20. Do you have or have you considered any other uses for your reminder service? If so what are they?	We are using for Survey following visits, Test result availability
21. How do you keep personal information secure when transferring to a third party supplier?	We do not provide personal information to 3 rd party suppliers
Please provide details of:	
22. Supplier	Netcall
23. Expected contract length	Capital Purchase of system
24. Contract review date	Maintenance of the system (which is used for many other features i.e. AutoAttendant, Call Centres, MAJAX comms etc.) is on 3 year term, next review is 2016-17
25. Cost/Value of contract	Maintenance is approx. £80k p.a. but covers above functions in addition to reminders
26. Details of the implementation costs and on-going support costs.	£75k capital purchase in 2011
27. Details of the processes followed to procure an appointment reminder service.	Single Supplier Waiver, as had requirement for integration with existing Call Applications platform namely the Call Centre.
28. Details of the channels used to publish the notification of procurement, for an appointment reminder service.	N/A