

Date: **5 November 2019**

Our reference: **FOIRQ5492**

Dear Sir/Madam,

Thank you for your request for information, which we have processed under the Freedom of Information Act 2000. Please see our response to your following request for information:

**Your Request and Our Response (in bold)**

*I am writing to make an open government request for all the information to which I am entitled under the Freedom of Information Act 2000.*

*These questions relate specifically to Information and Communication Technology (ICT) services which includes services relating to the support of*

- *Computer hardware and operating software*
- *Servers,*
- *PC's, laptops printers and mobile devices,*
- *Networks,*
- *Telephony*
- *Application support*

**Great Ormond Street Hospital for Children NHS Foundation Trust (the 'Trust') is a single site, specialist tertiary paediatric trust. Please see our response to your following request for information:**

1. *Who provides your IT services ( please also state if these services are in-sourced to an internal ICT team or outsourced to an external supplier) **In-sourced***
2. *How many staff deliver the ICT services listed above? **71 Operational Support Staff***
3. *If your services are outsourced to an external supplier, when does the contract expire? **N/A***
4. *Do you have any services hosted in the cloud? **Yes***

5. *How many applications are supported by the IT service provider?*  
**Supported In-House**

6. *Which operating system do your PC's and laptops use (ie Windows 10 etc)?* **Windows 7 and Windows 10**

Please note:

The information we have provided under the Freedom of Information Act 2000 is the information held on the date your request was received by the Trust.

We hope the information provided is sufficient and helpful in answering your questions or any issues or concerns. Should you have any further queries in relation to this request, please do not hesitate to contact the FOI Team and quote the above reference number on any related correspondence.

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Yours sincerely

**Freedom of Information team**

Great Ormond Street Hospital for Children NHS Foundation Trust  
Email: [foiteam@gosh.nhs.uk](mailto:foiteam@gosh.nhs.uk)

**[Enclosed – Your rights – see next page]**

**Your Rights**

Should you remain dissatisfied with the response you have received to your request for information, please contact the FOI Team to make a request for an internal review within two months from the receipt date of our response to your original request. You can also write to the Head of Quality & Safety at the following address:

Quality & Safety team  
Great Ormond Street Hospital  
LONDON  
WC1N 3JH

If, however, you remain dissatisfied with the outcome of the internal review then you have the right to appeal to the Information Commissioner as the final stage of the FOI process. You can contact the Information Commissioner's Office at the following address:

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