

**Reference:** FOI.ICB-2324/278

**Subject:** IT; Networking, Wifi, Telephony, Asset Monitoring

*I can confirm that the ICB does hold some of the information requested; please see responses below:*

QUESTION	RESPONSE
<p><b>1.</b> When was your last networking (LAN, Core &amp; Edge refresh, and when is the next refresh planned?</p> <p><b>1a.</b> What would you like to improve upon in your next refresh?</p> <p><b>1b.</b> Could you please confirm the supplier for your current contract and the vendor that you are using?</p>	<p>LAN/WAN infrastructure is part of our SLA contract with our Digital Partner: South Central and West Commissioning Support Unit (SCW CSU)*</p>
<p><b>2.</b> When was your last Wi-Fi refresh, and when is the next refresh planned?</p> <p><b>2a.</b> What would you like to improve upon in your next refresh?</p> <p><b>2b.</b> Could you please confirm the supplier for your current contract and the vendor that you are using?</p>	<p>Wi-Fi infrastructure part of our SLA contract with our Digital Partner: SCW CSU*</p>
<p><b>3.</b> When was your last Telephony Hardware refresh, and when is the next refresh planned?</p> <p><b>3a.</b> What would you like to improve upon in your next refresh?</p>	<p>The ICB utilises the 3CX platform. This was introduced in 2020 and is supplied as part of wider IT services that are provided by SCW CSU*. As part of any future contract associated with telephony provision, it will be important to determine the benefits of the different systems that are in operation and how many methods of voice</p>

<p><b>3b.</b> Could you please confirm the supplier for your current contract and the vendor that you are using?</p>	<p>communication are required in order that cost efficiencies are optimised.</p>
<p><b>4.</b> When was your last Unified Communications refresh, and when is the next refresh planned?</p> <p><b>4a.</b> What would you like to improve upon in your next refresh?</p> <p><b>4b.</b> Could you please confirm the supplier for your current contract and the vendor that you are using?</p>	<p>Part of the national N365 contract</p>
<p><b>5.</b> Do you currently use SD-WAN or SASE, if not it this something that you are planning to do?</p> <p><b>5a.</b> If yes, could you please confirm the supplier for your current contract and the vendor that you are using?</p>	<p>SLA contract with our Digital Partner: SCW CSU*</p>
<p><b>6.</b> What adoption of asset tracking/real-time asset locating, or RFID has been implemented or is being considered or planned?</p> <p><b>6a.</b> Can you confirm contract dates and vendors?</p>	<p>SLA contract with our Digital Partner: SCW CSU*</p>
<p><b>7.</b> Do you have an alert/notification solution in place for reducing false alarms or is this being considered or planned?</p>	<p>SLA contract with our Digital Partner: SCW CSU*</p>

\*Any Freedom of Information requests concerning SCW should be sent to NHS England - [england.contactus@nhs.net](mailto:england.contactus@nhs.net)

**The information provided in this response is accurate as of 30 October 2023 and has been approved for release by Deborah El-Sayed, Director of Transformation and Chief Digital Information Officer for NHS Bristol, North Somerset and South Gloucestershire ICB.**