

Reference Number: FOIAH2425/308
From: Other
Date: 09 September 2024
Subject: Trust Infrastructure, including software and databases

Q1 Can you please provide an update on your Trust's Infrastructure, covering software and databases?

A1 [Please see attached 308 FOI Response](#)

1. Do you have a disaster recovery strategy/business continuity plan? (If so, in house or outsourced?)	Yes/No	In-house/ Outsourced	Additional Information
	Yes	Both	In-house Business Continuity Plan (BCP) includes Internet outages/ server outages whereas outsourced BCP includes a plan around downtime with a software/app.

2. Do you currently use any Software-as-a-Service (SaaS) ? Do you plan to over the next 2 years?	Yes/No	Future plans? (Y/N)	Additional Information
	Yes	No	N/A

3. Does your trust have a hosting supplier?	Main Supplier	Total annual spend 2023/24 [£]	Contract end date	Additional Information
DEFINITION: Web hosting is an online service that makes your website's content accessible on the internet. When you purchase a hosting plan, you are renting space on a physical server to store all the website's files and data.				This includes 20 support hours, maintenance and security. In the process of changing hosting arrangements
	Mixd	£5192 + VAT	Rolling	

4. Does your trust have a service desk?	Main Supplier	Total annual spend 2023/24 [£]	Contract end date	Additional Information
DEFINITION: The single point of contact between the service provider and the users. A typical service desk manages incidents and service requests, and also handles communication with the users				
	iMerseyside	£222,420	01/04/2025	rolling 12 months

5. Does your trust use a help desk?	Internal/external	Main Supplier	Total annual spend 2023/24 [£]	Contract end date	Additional Information
DEFINITION: A service provided by a company to help customers when they have problems with products they have bought					
	External	iMerseyside	part of the above contract	rolling 12 months	N/A

6. Does your trust use database software?	Main Supplier	Total annual spend 2023/24 [£]	Contract end date	Additional Information
DEFINITION: Database software is a software program or utility used for creating, editing and maintaining database files and records. This type of software allows users to store data in the form of structured fields, tables and columns, which can then be retrieved directly and/or through programmatic access.				
	SQL via Bytes	£134,000	Aug-25	N/A

7. Does your trust have data mining suppliers?	Main Supplier	Total annual spend 2023/24 [£]	Contract end date	Additional Information
DEFINITION: Data Mining Software helps users analyze data from different databases and detect patterns. Data mining tools aim to find, extract, and refine data and then distribute the information.				
				Information not held, no Data Mining Software used