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Bwrdd Iechyd
Addysgu Powys
Powys Teaching
Health Board

Information Governance Team
Hafren Ward
Bronllys Hospital
Bronllys
Brecon
Powys LD3 0LY
Email: Powys.FOI@wales.nhs.uk
Tel: 01686 252159/01874 442071

Our ref: IG/FOI/24.R.234

8 July 2024

Sent via email to: [REDACTED]

Dear [REDACTED]

Request under the Freedom of Information Act 2000

I write further to your request for information, which was received on 4 June 2024, to confirm, in accordance with S.1(1)(a) of the Freedom of Information Act 2000, that Powys Teaching Health Board (PTHB) does hold the information that you require.

For ease of reference your request is set out below and my response follows each question individually.

Your Freedom of Information (FOI) Request and Powys Response (Bold):
Please can the below FOI request kindly be responded to in excel format

LAN

- a1. Which primary LAN hardware do you use (eg Extreme, Juniper, Cisco) **Cisco.**
- a2. When did you last conduct a major refresh of this infrastructure/how many devices? **March 24 (Circa 70 devices).**
- a3. Who is the reseller or supplier of this LAN hardware? **CDW.**
- a4. Who maintains the LAN? **Powys Teaching Health Board (PTHB) Digital Team.**
- a5. When is your maintenance renewal/expiry date? **Mixed, predominantly March 29.**
- a6. Have you recently reviewed/when are you next reviewing this infrastructure? **2028.**

WLAN Wireless LAN

- b1. Which primary WLAN hardware do you use (eg Extreme, Juniper, Cisco) **Cisco.**
- b2. When did you last conduct a major refresh of this infrastructure/how many devices? **March 23 (Circa 150 devices).**

Pencadlys
Tŷ Glasbury, Ysbyty Bronllys,
Aberhonddu, Powys LD3 0LU
Ffôn: 01874 711661



Headquarters
Glasbury House, Bronllys Hospital
Brecon, Powys LD3 0LU
Tel: 01874 711661

Rydym yn croesawu gohebiaeth Gymraeg
Bwrdd Iechyd Addysgu Powys yw enw gweithred Bwrdd Iechyd Lleol
Addysgu Powys



We welcome correspondence in Welsh
Powys Teaching Health Board is the operational name of
Powys Teaching Local Health Board

- b3. Who is the reseller or supplier of this WLAN hardware? **CDW.**
- b4. Who maintains the WLAN? **PTHB Digital Team.**
- b5. When is your maintenance renewal/expiry date? **Mixed, predominantly March 28.**
- b6. Have you recently reviewed/when are you next reviewing this infrastructure? **2027.**

Data Centre

- c1. Which primary data centre hardware do you use (eg Extreme, Juniper, Cisco) **Cisco.**
- c2. When did you last conduct a major refresh of this infrastructure/how many devices? **March 24 (Circa 10 Devices).**
- c3. Who is the reseller or supplier of this data centre hardware? **CDW.**
- c4. Who maintains the data centre equipment? **PTHB Digital Team.**
- c5. When is your contract renewal/expiry date? **March 29.**
- c6. Have you recently reviewed/when are you next reviewing this infrastructure? **2028.**
- c7. Which DC compute technology do you use? (eg HP, Lenovo, Supermicro) **Dell.**
- c8. Which DC storage technology do you use? (eg netapp, dell, IBM) **No Centralised Storage.**

WAN/ Internet Connectivity

- d1. Who provides your WAN (eg BT, Virgin) **BT PSBA Welsh Government.**
- d2. Who provides your internet connectivity (eg BT, Virgin) **BT PSBA Welsh Government.**
- d3. When is your maintenance renewal/expiry date? **N/A.**
- d4. Who provides your SD-WAN (eg Palo Alto, Meraki) **N/A.**
- d5. Do you plan to introduce SD-WAN in the future? **Under Review.**
- d6. Have you recently reviewed/when are you next reviewing this infrastructure? **N/A.**
- d7. Which hypervisor do you use (eg VMware) **Hyper V.**

SIP

- e1. Which SIP carrier do you use (eg BT, Gamma, Virgin) **Gamma.**
- e2. Who provides/resells this SIP? **Avoira.**
- e2. How many SIP channels do you have? **500.**
- e3. When is your contract renewal/expiry date? **2029.**
- e4. Have you recently reviewed/when are you next reviewing this service? **2028.**

Mobile

- f1. Which Mobile carrier do you use (eg Vodafone) **O2.**
- f2. Who provides/resells this service? **N/A.**
- f2. How many mobile connections do you have? **1100.**
- f3. When is your contract renewal/expiry date? **1st of Feb 2025.**
- f4. Have you recently reviewed/when are you next reviewing this service? **2025.**

Telephony

- g1. Which phone systems do you use (eg Mitel, Avaya, 8x8) **NEC/ Avoira.**

- g2. When was the current system installed? **2024.**
g3. Is this on premise or cloud based? **On-premise.**
g4. How many users? **3000.**
g5. When is your contract renewal/expiry date? **2029.**
g6. Have you recently reviewed/when are you next reviewing this service? **2028.**

Teams Phone System

- h1. Do you use Microsoft for PSTN calling? **Yes.**
h2. Which types of Microsoft telephony do you use (eg Calling plan, Skype, Operator Connect, Direct routing) **Calling Plan.**
h3. How many users? **349.**
h4. If you don't currently use, are you looking to implement? **N/A.**
h5. Have you recently reviewed/when are you next reviewing this service? **Ad Hoc, based on needs of service.**

Contact centre

- i1. Which contact centre systems do you use (eg Genesys, Avaya, Enghouse) **NEC Business Connect Contact Centre.**
i2. When was the current system installed? **2024.**
i3. Is this on premise or cloud based? **On-Premises.**
i4. How many agents? **20.**
i5. When is your contract renewal/expiry date? **2029.**
i6. Have you recently reviewed/when are you next reviewing this service? **2028.**

Under the terms of the Health Board's Freedom of Information procedure, individuals seeking access to recorded information held by the Health Board are entitled to request an internal review of the handling of their requests. If you would like to complain about the Health Board's handling of your request, please contact us directly at the address below or register your complaint via powysfoi.foi@wales.nhs.uk

If after Internal Review you remain dissatisfied you are also entitled to refer the matter to the information commissioner at the Information Commissioner's Office (Wales), 2nd Floor, Churchill House, Churchill Way, Cardiff, CF10 2HH. Telephone Number: 0330 414 6421.

Yours sincerely



Claire Madsen
Executive Director of Allied Health Professionals, Health Sciences and Digital

Rydym yn croesawu derbyn gohebiaeth yng Nghymraeg. Byddwn yn ateb y fath ohebiaeth yng Nghymraeg ac ni fydd hyn yn arwain at oedi.

We welcome receiving correspondence in Welsh. We will reply to such correspondence in Welsh and this will not lead to a delay.