



Ref: 0705

**Request:**

Received: 22/06/2010

I would be grateful if you could provide the following details about your organisation, for clarification please see the italics below

1. A copy of the ICT Strategy that covers the year 2009/10, if no such strategy exists please include a copy of your Trust's strategy
2. A copy of the Trust's corporate management structure
3. Contact details for the head of IT/ICT at your Trust
4. A copy of the organisational structure of the IT/ICT department.
5. Expenditure on IT/ICT on non-staff costs by major cost centres (hardware, software) for 2009/10
6. Does the Trust have any virtualization technology provided by the local IT/ICT department
7. Was the virtualisation implemented as a planned change, if so please supply the business case, project plan, other high-level project documents and any end of project reports or evaluation?
8. How many virtual servers does the IT/ICT department provide to the Trust, as of June 2010?  
*Please give a breakdown by technology and platform (VMWare, Hypervisor, etc)*
9. How many physical servers are utilised by the Trust, excluding any hosting solely virtual servers, as of June 2010?
10. Costs associated with the virtual environment for the year 2009/10, capital and revenue?



*Please provide a list of contracts and costs associated with support of the virtual platform(s) in the year 2009/10*

9. What ratio of IT/ICT services are provided on the virtual platforms as of June 2010?

10. The number of staff and their job titles who are authorised to administer the virtual platform as of June 2010?

11. If no virtual technologies are supplied by the IT/ICT department, what date does the Trust's IT/ICT department expect to implement such technology, if any?

Thank you



**Response:**

Responded: 22/06/2010

Dear

Thank you for your request for information, placed under the Freedom of Information Act (2000) (FOIA).

I apologise for the delay in replying but set out below the Trust's response to your specific enquiries:

1. See 'Information Governance ' at our Publication Scheme at [http://www.londonambulance.nhs.uk/talking\\_with\\_us/freedom\\_of\\_information/classes\\_of\\_information/our\\_policies\\_and\\_procedures.aspx#imt](http://www.londonambulance.nhs.uk/talking_with_us/freedom_of_information/classes_of_information/our_policies_and_procedures.aspx#imt)
2. See [http://www.londonambulance.nhs.uk/about\\_us/who\\_we\\_are/the\\_capital\\_s\\_ambulance\\_servic.aspx](http://www.londonambulance.nhs.uk/about_us/who_we_are/the_capital_s_ambulance_servic.aspx)
3. See [http://www.londonambulance.nhs.uk/about\\_us/who\\_we\\_are/trust\\_board/trust\\_board\\_members.aspx](http://www.londonambulance.nhs.uk/about_us/who_we_are/trust_board/trust_board_members.aspx)
4. See [http://www.londonambulance.nhs.uk/talking\\_with\\_us/freedom\\_of\\_information/classes\\_of\\_information/who\\_we\\_are\\_and\\_what\\_we\\_do.aspx](http://www.londonambulance.nhs.uk/talking_with_us/freedom_of_information/classes_of_information/who_we_are_and_what_we_do.aspx)
5. See annual accounts at [http://www.londonambulance.nhs.uk/about\\_us/publications.aspx](http://www.londonambulance.nhs.uk/about_us/publications.aspx)
6. Yes
7. We are unable to make available to you the information you seek at this time as it remains a possibility that Section 36 – Prejudice to the Effect of Conduct of Public Affairs; Section 24 National Security; and /or Section 43 Commercial Interests exemptions may apply. Finally, we are obliged to redact some identifying information in accordance with Section 40 – Personal Information. By virtue of section 10 (3) FOIA, where public authorities have to consider the balance of the public interest in relation to a request, they do not have to comply with the request until such time as is reasonable in the circumstances. We have not yet reached a decision on the balance of the public interest. Due to the need to consider, in all the circumstances, whether the balance of the public interest lies in relation to the information that you have requested, the Trust will not be able to respond to your request in



full at this time. I do however hope to provide you with a substantive response by 17 August and trust that this will prove acceptable.

8. The Trust has just over 40 VM Servers using VMware
9. The Trust has over 300 physical servers
10. The costs for HW/SW and licensing are circa £250,000. (150k HW with 100k SW). The revenue spend is zero as we support this internally.
11. 6:1 biased to physical. Our infrastructure does not wholly support full adoption to VM
12. The Whole Systems Team are authorised to use the Servers.
13. Not applicable.

I trust this information will be of assistance. It does however remain for me to advise you that if you are dissatisfied with the Trust's response to your request you have a right to complain to the Trust and should set out your concerns to Mr Peter Suter, Director of Information Management & Technology, London Ambulance Service NHS Trust, 220 Waterloo Road, London SE1 8SD. If you then still remain dissatisfied, you have a right under Section 50 of the FOIA to seek a determination from the Information Commissioner on whether the Act has been properly applied by the Trust. For more information, please see [www.ico.gov.uk](http://www.ico.gov.uk)

Your sincerely

Gary Bassett  
Head of Patient Experiences  
London Ambulance Service NHS Trust