

Date: 7th May 2026
Ref: CORP 26/27 - 008

Dear xxx

Freedom of Information request: IT Infrastructure, Digital Maturity and Technology Contracts (CORP 26/27 – 008)

Thank you for your request for information which the Trust received on 14th April 2026.

Your request and the Trust's response can be found in Appendix 1 below.

I trust this answers your request for information, however, should you not be satisfied with the information supplied or the process of supplying it, you have a right to complain and request a review. Please note that you must submit a request for a review within 40 days of the date of this letter.

You should forward your complaint to:

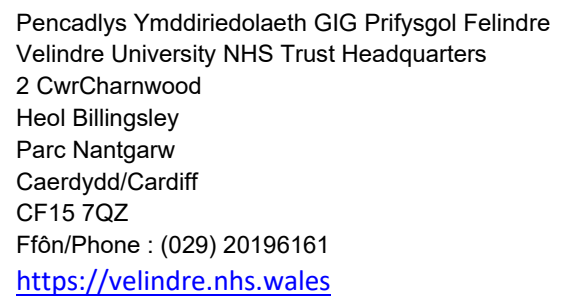
Mr Ian Bevan via FOI.VUNHST@wales.nhs.uk
Head of Information Governance
Velindre University NHS Trust
2, Charnwood Court
Heol Billingsley
Parc Nantgarw
Cardiff
CF15 7QZ

Should you wish to take your complaint further, if you are still unhappy with the decision after review, you can contact the:

Information Commissioner's Office - Wales
2nd Floor,
Churchill House,
Churchill Way,
Cardiff,
CF10 2HH
Telephone: 0330 414 6421
email: wales@ico.org.uk

Mae Ymddiriedolaeth GIG Prifysgol Felindre yn hapus i dderbyn gohebiaeth yn y Gymraeg neu'r Saesneg.
Velindre University NHS Trust is happy to receive communication in Welsh or English.





Appendix 1

SECTION 1 — IT BUDGET AND SPEND

- 1.1 What is your organisation's total annual IT / digital technology budget for the current financial year (or most recently completed financial year)? Please break this down into:**
(a) Capital expenditure (CapEx) - £2,836,348
(b) Operational expenditure (OpEx) - £6,722,939
- 1.2 What proportion of your total organisational budget does IT / digital technology represent (as a percentage)? – 8.2%**
- 1.3 Is there a separate cyber security budget? If so, what is its value? – No, this is part of the overall Digital allocation.**
- 1.4 Please provide the name(s) of any Commissioning Support Units (CSUs) or managed service partners that manage IT expenditure on your behalf, if applicable.**

Primarily managed by internal finance team with support from ancillary networks in NHS Wales Shared Services Partnership (NWSSP) and Digital Health and Care Wales (DHCW)

SECTION 2 — IT STAFFING

- 2.1 How many whole-time equivalent (WTE) staff are directly employed in IT, digital or technology roles within your organisation?**
- 50 Digital Delivery
27 Data + Insights (Including Coders)
28 Digital Programmes of which 11.6 are WTE permanent roles.
- 2.2 Please provide a breakdown of IT staff by job role or band (e.g. Agenda for Change band or equivalent). Specific names are not required.**

Assistant Director of Digital Delivery
Head of Digital Infrastructure
Deputy Head of Digital Infrastructure
Cyber Security Manager
Digital Application Support
Cyber Security Analyst
Digital Application Lead
Digital Infrastructure Lead
Digital Operations Manager
Head of Digital Applications
Junior Power Platform Developer
Microsoft 365 Specialist
Power Platform Manager

Product Manager
Snr Cyber Security Analyst
Senior Digital Specialist
Senior Software Developer
Service Desk Office
Service Desk Specialist
Software Developer
Systems Analyst
Technical Architect
Chief Digital Officer
Assistant Director of Digital Programmes
Assistant Director of Data and Insights
Digital Programme Manager
Project Manager
Business Analysts
Digital Portfolio Manager
Project Support Manager
Business Change Manager
Senior product Specialist
BI Assistant
BI Advanced Analyst
Senior Data Quality Officer
Clinical Coding
Principal Data Analyst
Advanced Data Analyst

2.3 Does your organisation have the following named roles in post?

(Please answer Yes / No / Vacant for each):

- (a) Chief Information Officer (CIO) or equivalent – Yes**
- (b) Chief Digital Officer (CDO) or equivalent – Yes**
- (c) Chief Technology Officer (CTO) or equivalent – Yes**
- (d) Chief Information Security Officer (CISO) or equivalent – Yes**
- (e) IT Director / Head of IT – Yes**
- (f) Digital Transformation Lead or equivalent – No**

**2.4 How many IT staff are employed via third-party contractors or agency arrangements?
What is the approximate annual spend on these arrangements?**

None

SECTION 3 — SERVER AND COMPUTE INFRASTRUCTURE

3.1 Does your organisation operate on-premises server infrastructure? If yes:

- (a) What is the approximate number of physical servers in operation? - 70**
- (b) What server vendors / manufacturers does your organisation use (e.g. Dell, HPE, Lenovo, Cisco UCS)? - Dell**
- (c) What is the approximate age profile of your server estate (e.g. percentage under 3 years, 3–5 years, over 5 years old)? - 90% Under 5 Years 10% over 5 years**

- 3.2 Does your organisation use virtualisation technologies? If yes, which platform(s) (e.g. VMware, Microsoft Hyper-V, Nutanix)?** - VMware / Hyper V
- 3.3 Does your organisation use hyperconverged infrastructure (HCI)? If yes, which vendor(s)?** - Microsoft
- 3.4 Does your organisation use cloud computing services (not including office 365)? If yes:**
(a) Which cloud provider(s) do you use (e.g. AWS, Microsoft Azure, Google Cloud, other)? – Azure/Rackspace
(b) Approximately what proportion of your workloads are cloud-hosted vs on-premise?
 – Minimal 5% Cloud, 95% on premises
(c) What is the approximate annual cloud spend? - £15'000

SECTION 4 — STORAGE INFRASTRUCTURE

- 4.1 What storage platform(s) does your organisation use (e.g. NetApp, Dell EMC, Pure Storage, HPE, IBM)?** – Dell San
- 4.2 What is the approximate total usable storage capacity across your estate (in TB or PB)?**
 – Approx 250TB
- 4.3 What is the approximate age of your primary storage estate?** – Under 5 years tech refresh.

SECTION 5 — BACKUP, DISASTER RECOVERY AND BUSINESS CONTINUITY

- 5.1 What backup software solution(s) does your organisation currently use (e.g. Veeam, Commvault, Veritas NetBackup, Cohesity, Rubrik, Zerto)?** – Section 31 exemption
- 5.2 What is your backup target infrastructure (e.g. on-premise disk, tape, cloud)?** – Section 31 exemption
- 5.3 Does your organisation have a documented Disaster Recovery (DR) plan? When was it last tested?** – Section 31 exemption
- 5.4 What is the current Recovery Point Objective (RPO) and Recovery Time Objective (RTO) for your critical clinical systems?** – Section 31 exemption
- 5.5 Does your organisation use an offsite or cloud-based backup solution? If yes, which provider?** – Section 31 exemption

The Trust is applying an Exemption under Section 31 of the Freedom of Information Act 2000 (Law Enforcement) due to the need for the Trust to detect and prevent crime. The application of the Exemption is because the Trust assesses that disclosure of the information could provide insight into our technical infrastructure which in turn would put Trust systems at risk of a Cyber Attack by Cyber Criminals.

SECTION 6 — NETWORKING AND END-USER COMPUTING

- 6.1 Who provides your Wide Area Network (WAN) and/or internet connectivity services? –**
BT PSBA
- 6.2 What network equipment vendors does your organisation use (e.g. Cisco, Juniper, Aruba, Palo Alto)? –** Mix of Cisco and HPE Aruba
- 6.3 What is the approximate number of end-user devices (laptops, desktops, tablets) in your organisation? –** 2400

SECTION 7 — SOFTWARE, LICENSING AND KEY CLINICAL SYSTEMS

- 7.1 What is your current Electronic Patient Record (EPR) / Electronic Health Record (EHR) system? Please provide the vendor name and product. –** National in-built system Welsh Patient Administration System (WPAS)
- 7.2 What Patient Administration System (PAS) does your organisation use? –** National in-built system Welsh Patient Administration System (WPAS)
- 7.3 Does your organisation use a Picture Archiving and Communication System (PACS) / radiology imaging system? If yes, which vendor and product? –** Yes; Phillips
- 7.4 Does your organisation have a Microsoft Enterprise Agreement (or equivalent) in place? When is this due for renewal? –** National Agreement (procured by NWSSP)
- 7.5 What is the approximate annual spend on software licences across the organisation? –** £960,000
- 7.6 Please list any other significant enterprise IT contracts (by contract type / system category — e.g. HR, finance, workforce management) with approximate annual values where held.**

HP Apogee Managed Print Service – c. £125k p.a.
 HALO ITSM Service Desk Software Annual Licensing – c. £60k p.a.
 GOV.Notify Messaging Services – c. £100k p.a.
 Finance Systems (annual recharges) - £150k p.a.
 ESR (annual recharges) – c. £120k p.a.

SECTION 8 — WARRANTIES, CONTRACTS AND PROCUREMENT

- 8.1 For your primary server, storage and network infrastructure, are vendor warranties and/or third-party maintenance contracts in place?**
Please provide:
 (a) The type of coverage (vendor warranty, third-party maintenance, or both) - Vendor

- (b) The name of the maintenance provider(s), if applicable - Dell
(c) Approximate contract expiry dates where held – varies due to age

8.2 What procurement frameworks does your organisation use for IT hardware and services (e.g. Crown Commercial Service, NHS Shared Business Services, G-Cloud, Tech Products 4)?

Crown Commercial Service, NHS Shared Business Services, G-Cloud

8.3 Are any significant IT contracts due for renewal within the next 24 months? Please provide contract category (not necessarily full commercial detail). - No

SECTION 9 — DIGITAL MATURITY AND STRATEGY

9.1 Has your organisation completed a Digital Maturity Assessment (DMA) or equivalent framework in the last two years? If so:
(a) Which assessment framework was used (e.g. NHS England DMA, HIMSS EMRAM, Other)? - Cyber Assessment Framework under NIS
(b) What overall maturity score or rating was achieved?

9.2 Does your organisation have a current Digital / IT Strategy? If so, what is the publication or approval date? – Yes – published April 2023, reviewed July 2024

9.3 Has your organisation achieved or is actively working towards any recognised digital accreditations (e.g. HIMSS Level, NHS Digital aspirant status, Cyber Essentials Plus)?

The Trust is applying an Exemption under Section 31 of the Freedom of Information Act 2000 (Law Enforcement) due to the need for the Trust to detect and prevent crime. The application of the Exemption is because the Trust assesses that disclosure of the information could provide insight into areas of perceived vulnerability.

9.4 What are the top three stated digital priorities for your organisation in the current or next financial year?

New Velindre Cancer Centre transition from old site.
Continual Service Improvement.
Service Resilience /Cyber Assessment Framework goals.