

**Reference: FOI.ICB-2425/167**

**Subject: Business Software Systems**

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

QUESTION	RESPONSE
<p>1. Storage &amp; Cloud Infrastructure:</p> <p>Please address the following questions regarding your Storage &amp; Cloud Infrastructure:</p> <ul style="list-style-type: none"> <li>i. Does your organisation use on-premise or cloud storage or both?</li> <li>ii. Please confirm the on-premise hardware manufacturer.</li> <li>iii. Please confirm your cloud storage provider (AWS, Azure, Oracle, etc.).</li> <li>iv. What is your annual spend on cloud storage?</li> <li>v. How do you back up your data and with whom, e.g., Backup as a Service?</li> </ul>	<p>The ICB uses N365 (NHS Version M365) and our Digital partner cloud based service.</p>
<p>For each of the systems listed (excluding Storage &amp; Cloud Infrastructure), please provide the following details:</p> <p>a) System type:</p> <p>b) Supplier name:</p>	<p>N365 is all part of the national contracting; expires in 2026.</p>

<p>c) System name:</p> <p>d) Date installed:</p> <p>e) Contract expiration:</p> <p>f) Is this contract annually renewed? - Yes/No</p> <p>g) Do you currently have plans to replace this system? - Yes/No</p> <p>h) Procurement framework:</p> <p>i) Other systems it integrates with:</p> <p>j) Total value of contract (£):</p> <p>k) Notes - e.g., we are currently out to tender:</p> <p>l) If this system does not exist, do you have an in-house alternative?</p>	
1. Telephony	3cx
2. ERP (Enterprise Resource Planning)	No
3. Finance & Payments	NHS Oracle

4. Cyber Security	NHS national contract
5. HR (Human Resources)	ESR (NHS Electronic Staff Record)
6. Payroll	Via a 3 <sup>rd</sup> party NHS Organisation
7. Finance BI and Analytics System	Microsoft
8. ITSM	Via our Digital partner

***The information provided in this response is accurate as of 14 August 2024 and has been approved for release by Deborah El-Sayed, Chief Transformation, Data & Digital Officer/ Chief Digital Information Officer for NHS Bristol, North Somerset and South Gloucestershire ICB.***