

**Information Governance**

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5 September 2023

**Our reference: FOI DA4917**

I am responding to your request for information received 23 August 2023. This has been treated as a request under the Freedom of Information Act 2000.

I am now enclosing a response which is attached to the end of this letter. Please do not hesitate to contact me on the contact details above if you have any further queries.

Yours sincerely,

Information Rights Coordinator

If you are dissatisfied with the Trust's response to your FOIA request then you should contact us and we will arrange for an internal review of this decision.

If you remain dissatisfied with the decision following our response to your complaint, you may write to the Information Commissioner for a decision under Section 50 of the Freedom of Information Act 2000. The Information Commissioner can be contacted at:

Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF

Tel: 0303 123 1113  
Web: [www.ico.org.uk](http://www.ico.org.uk)

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'what matters' to everyone, achieve a better quality  
of life and continuously improve our services.  
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**Interim Chief Executive Officer:** Lorraine Sunduza  
**Chair:** Eileen Taylor

**Request:**

**Question 1: How much data do you store operationally?**

Answer: The Trust has reviewed question 1 of your request for information under the Freedom of Information Act (FOI) 2000.

The Trust has reviewed your request for information under the Freedom of Information Act (FOI) 2000.

Section 31(1)(a) of the FOI Act states:

*31(1) Information which is not exempt information by virtue of section 30 is exempt information if its disclosure under this Act would, or would be likely to, prejudice (a) the prevention or detection of crime,*

The information requested, if released into the public domain, could have the potential to identify weaknesses within the Trust's digital infrastructure, leaving it open to cyber threat. For this reason an exemption has been applied.

**Question 2: What is your organisation's current data recovery process?**

Answer: The Trust has reviewed question 2 of your request for information under the Freedom of Information Act (FOI) 2000.

The Trust has reviewed your request for information under the Freedom of Information Act (FOI) 2000.

Section 31(1)(a) of the FOI Act states:

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The information requested, if released into the public domain, could have the potential to identify weaknesses within the Trust's digital infrastructure, leaving it open to cyber threat. For this reason an exemption has been applied.

**Question 3: How often does your organisation perform backups of critical data, and is this an automatic or manual backup?**

Answer: The Trust has reviewed question 3 of your request for information under the Freedom of Information Act (FOI) 2000.

The Trust has reviewed your request for information under the Freedom of Information Act (FOI) 2000.

Section 31(1)(a) of the FOI Act states:

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**Question 4: Which data backup solutions does your organisation currently employ?**

Answer: Netbackup.

**Question 5: What is the average recovery time for your organisation in event of failure or**



## **data loss?**

Answer: The Trust has reviewed question 5 of your request for information under the Freedom of Information Act (FOI) 2000.

The Trust has reviewed your request for information under the Freedom of Information Act (FOI) 2000.

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The information requested, if released into the public domain, could have the potential to identify weaknesses within the Trust's digital infrastructure, leaving it open to cyber threat. For this reason an exemption has been applied.

## **Question 6: Does your organisation have a formalised disaster recovery plan?**

Answer: Yes.

## **Question 7: How often does your organisation test the effectiveness of its disaster recovery plan?**

Answer: The Trust has reviewed question 7 of your request for information under the Freedom of Information Act (FOI) 2000.

The Trust has reviewed your request for information under the Freedom of Information Act (FOI) 2000.

Section 31(1)(a) of the FOI Act states:

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The information requested, if released into the public domain, could have the potential to identify weaknesses within the Trust's digital infrastructure, leaving it open to cyber threat. For this reason an exemption has been applied.

## **Question 8: What types of disasters or incidents does your disaster recovery plan cover?**

Answer: The Trust has reviewed question 8 of your request for information under the Freedom of Information Act (FOI) 2000.

The Trust has reviewed your request for information under the Freedom of Information Act (FOI) 2000.

Section 31(1)(a) of the FOI Act states:

*31(1) Information which is not exempt information by virtue of section 30 is exempt information if its disclosure under this Act would, or would be likely to, prejudice (a) the prevention or detection of crime,*

The information requested, if released into the public domain, could have the potential to identify weaknesses within the Trust's digital infrastructure, leaving it open to cyber threat. For this reason an exemption has been applied.

## **Question 9: Has your organisation experienced any significant data loss incidents in the past two years? If so, how were they addressed?**



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Answer: No.

**Question 10: How does your organisation handle the storage and management of backup tapes or other physical backup media?**

Answer: Contractual agreements with third party suppliers.

**Question 11: Does your organisation utilise virtualisation technology for any critical systems or applications?**

Answer: Yes.

**Question 12: Are there any specific challenges or pain points that your organisations faces regarding VMware or virtualisation technology?**

Answer: The Trust has reviewed question 12 of your request for information under the Freedom of Information Act (FOI) 2000.

Section 1(1) of the Freedom of Information Act 2000 states:

*Any person making a request for information to a public authority is entitled—  
(a) to be informed in writing by the public authority whether it holds information of the description specified in the request, and  
(b) if that is the case, to have that information communicated to them.*

East London NHS Foundation Trust does not record the information requested on and is therefore unable to provide a response.

**Question 13: How frequently does your organisation update or upgrade its Virtualisation software?**

Answer: The Trust upgrades software as and when required.

**Question 14: What backup/recovery solutions does your organisation use for virtual machines?**

Answer: VMWare and VCDR.

**Question 15: Has your organisation have any plans to migrate away from legacy backup or disaster recovery systems? If yes, what is the timeline for migration?**

Answer: The Trust has reviewed question 15 of your request for information under the Freedom of Information Act (FOI) 2000.

Section 1(1) of the Freedom of Information Act 2000 states:

*Any person making a request for information to a public authority is entitled—  
(a) to be informed in writing by the public authority whether it holds information of the description specified in the request, and  
(b) if that is the case, to have that information communicated to them.*

East London NHS Foundation Trust does not record the information requested and is therefore unable to provide a response.

**Question 16: How does your organisation ensure the security and confidentiality of backup data during transmission and storage?**

Answer: The Trust uses a third-party provider for secure transit and storage for off-site data backup.



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**Question 17: Are there any legal or compliance requirements that impact your organisation's data recovery/backup/disaster recovery processes?**

Answer: Yes – in-line with DSPT requirements

**Question 18: When are your contracts for Data Recovery, Backup, Disaster Recovery and VMware related initiatives up for renewal, please express in bullet points and indicate if supplied by multiple vendors or single vendor.**

Answer: Contract end date: 31/03/28



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