

Annex B

NHS National Services Scotland (NSS)

I am requesting information relating to your organisation's IT infrastructure, digital maturity, staffing, contracts and technology spend. To assist in processing this request efficiently, I have structured it into clearly numbered sections below.

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)

For the financial year 2024/2025 the total capital expenditure (CapEx) for the NSS IT/digital technology budget was £11,478,767.

(a) Operational expenditure (OpEx)

For the financial year 2024/2025 the total operational expenditure (OpEx) for the NSS IT/digital technology budget was £192,331,030.

1.2 What proportion of your total organisational budget does IT / digital technology represent (as a percentage)?

(a) CapEx = 75%

(a) OpEx = 16%

1.3 Is there a separate cyber security budget? If so, what is its value?

Yes, there is a separate cyber security budget which in 2024/2025 was £4,870,973.

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.

CSU / Service Partners	System
ATOS	Multiple systems
Phillips	PACS
AWS	SEER 2.0
One Advanced	GPIT/ Police Custody
NEC	DES
Wipro	CHI
Soliton	Radiology

RIOMED	FMS
Practive Health	NASH
Allocate Software	eRostering

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?

Within NSS there are 490 WTE employees within IT, digital and technology 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.

NSS Digital & Security Directorate	WTE*
Band 4	5
Band 5	56
Band 6	94
Band 7	178
Band 8A	96
Band 8B	39
Band 8C	13
Band 8D	<3
Other	6

* Data suppression has been applied for staff with a headcount of less than five (<5). Under Section 38(1)(b) of FOISA data where the figure is less than five (<5) is exempt from disclosure. By disclosing all or part of this information it may be possible for persons to be able to identify themselves or others. Individuals have a reasonable expectation that this personal information will not be disclosed.

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

NSS did not use the roles mentioned in a, b, c and e however these are equivalent to the Director of Digital and Security.]

b) Chief Digital Officer (CDO) or equivalent

Please see the answer to part a).

c) Chief Technology Officer (CTO) or equivalent

Please see the answer to part a).

d) Chief Information Security Officer (CISO) or equivalent

Yes.

e) IT Director / Head of IT

Please see the answer to part a).

f) Digital Transformation Lead or equivalent

NSS did not have this role.

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

Under the FOISA Section 17 exemption for "Information not held" PSD Scotland does not hold the information that you have requested as individual contracts are used to align with specific need, and these are outcome based contracts.

Section 3 – Server and Compute Infrastructure

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

a) What is the approximate number of physical servers in operation?

There are approximately 110 in operation.

b) What server vendors / manufacturers does your organisation use (e.g. Dell, HPE, Lenovo, Cisco UCS)?

The server vendor used is HPE.

c) What is the approximate age profile of your server estate (e.g. percentage under 3 years, 3–5 years, over 5 years old)?

Servers aged <3 years is 10%
Servers aged 3 to 5 years is 40%
Servers aged >5 years is 50%

3.2 Does your organisation use virtualisation technologies? If yes, which platform(s) (e.g. VMware, Microsoft Hyper-V, Nutanix)?

Yes, VMWare is the vendor used.

3.3 Does your organisation use hyperconverged infrastructure (HCI)?

If yes, which vendor(s)?

No, NSS did not use HCI.

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, AWS and OCI are used.

b) Approximately what proportion of your workloads are cloud-hosted vs on-premise?

We can estimate <20% of our workload is cloud- hosted.

c) What is the approximate annual cloud spend?

The total annual cloud spend for 2024-25 was £2million. 2025-26 information was not available at the time of the request.

Section 4 – Storage Infrastructure

4.1 What storage platform(s) does your organisation use (e.g. NetApp, Dell EMC, Pure Storage, HPE, IBM)?

NetApp and Pure are the storage platforms used.

4.2 What is the approximate total usable storage capacity across your estate (in TB or PB)?

The storage capacity is 175 TB.

4.3 What is the approximate age of your primary storage estate?

The on-premise storage estate age is <2years.

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)?

CommVault is used.

5.2 What is your backup target infrastructure (e.g. on-premise disk, tape, cloud)?

Tiered is the back up infrastructure.

5.3 Does your organisation have a documented Disaster Recovery (DR) plan? When was it last tested?

Yes, there is a disaster recovery plan. This is routinely assessed and exercised on a regular basis throughout the year.

5.4 What is the current Recovery Point Objective (RPO) and Recovery Time Objective (RTO) for your critical clinical systems?

This is variable, dependant on the system.

5.5 Does your organisation use an offsite or cloud-based backup solution? If yes, which provider?

No, NSS did not use an offsite or cloud-based backup solution.

Section 6 – Networking and End-user Computing

6.1 Who provides your Wide Area Network (WAN) and/or internet connectivity services?

BT, Virgin Media and Vodafone provide Wide Area Network and/or internet connectivity services.

6.2 What network equipment vendors does your organisation use (e.g. Cisco, Juniper, Aruba, Palo Alto)?

Our network equipment vendor is Cisco.

6.3 What is the approximate number of end-user devices (laptops, desktops, tablets) in your organisation?

There are approximately 6000 end users.

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.

NSS (as a predecessor of PSD Scotland) was responsible for providing legal, procurement and blood transfusion services to the NHS in Scotland and did not provide direct clinical or patient services. Therefore, under Section 17 of the FOISA this information is not held.

7.2 What Patient Administration System (PAS) does your organisation use?

NSS (as a predecessor of PSD Scotland) was responsible for providing legal, procurement and blood transfusion services to the NHS in Scotland and did not provide direct clinical or patient services. Therefore, under Section 17 of the FOISA this information is not held.

7.3 Does your organisation use a Picture Archiving and Communication System (PACS) / radiology imaging system? If yes, which vendor and product?

NSS (as a predecessor of PSD Scotland) was responsible for providing legal, procurement and blood transfusion services to the NHS in Scotland and did not

provide direct clinical or patient services. Therefore, under Section 17 of the FOISA this information is not held.

7.4 Does your organisation have a Microsoft Enterprise Agreement (or equivalent) in place? When is this due for renewal?

PSD Scotland are part of a Microsoft Enterprise Agreement relating to 365 which is held nationally for all Boards. There is >3 years remaining on contract.

7.5 What is the approximate annual spend on software licences across the organisation?

The total spend on software licences for 2024/2025 was £96,165,260. 2025/2026 information was not available at the time of the request.

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.

Under the FOISA Section 33(1)(b) exemption for “Substantial prejudice to commercial interests” PSD Scotland has determined that information relating to the pricing and values of contracts is exempt from being shared. This exemption applies where disclosure of the information would, or would be likely to, prejudice substantially the commercial interests of any person or organisation, including public authorities. In this case, releasing the information could:

- Undermine the competitive position of the organisations concerned.
- Reveal commercially sensitive strategies, pricing, and/or operational details.
- Harm ongoing or future negotiations or contracts.

We recognise that there is always a strong public interest in transparency and accountability. However, on balance, we consider that the public interest in withholding the information outweighs the public interest in disclosure, due to the potential for substantial harm to commercial interests of suppliers and PSD Scotland as a purchaser.

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)

Both.

(b) The name of the maintenance provider(s), if applicable

BT, HPE.

(c) Approximate contract expiry dates where held

Annual agreements, various dates.

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)?

NSS used the CCS, GCloud frameworks.

8.3 Are any significant IT contracts due for renewal within the next 24 months? Please provide contract category (not necessarily full commercial detail).

There are various non-significant contracts due for renewal within the next 24 months, however the National IT contract with Atos is due for renewal.

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)?

NSS completed the Scottish Government / COSLA Digital Maturity Assessment in 2024.

(b) What overall maturity score or rating was achieved?

The organisation does not receive an individual maturity score through this assessment, the results for the public sector in Scotland as a whole are available here: [Festival of Transformation](#)

9.2 Does your organisation have a current Digital / IT Strategy? If so, what is the publication or approval date?

Yes, our current digital strategy was approved in 2019. It will be revised in line with the forthcoming strategy for PSD Scotland.

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)?

CCoE (Cyber Centre of Excellence) is working towards cyber essentials plus. PSD Scotland will follow but not happening until stabilisation period is done so will be next year.

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

Annual Delivery Planning for PSD Scotland is underway currently, therefore at the time of your request there is no information held. Therefore, under the FOISA

Section 17 exemption for "Information not held" the Digital & Security Directorate within PSD Scotland does not hold this information.