

Annex A

NHS Education for Scotland (NES)

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)**

Our capital expenditure for our most recently completed financial year (2024-25) is £121k. 2025-26 information was not available at the time of the request.

**(b) Operational expenditure (OpEx)**

Our capital expenditure for our most recently completed financial year (2024-25) is £17,681K. 2025-26 information was not available at the time of the request.

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

IT/Digital Technology equates to approximately to 2.3% of the total organisational budget.

**1.3 Is there a separate cyber security budget? If so, what is its value? What falls into it?**

There is a separate budget for cyber security which was £19K in the 2024-25 financial year. 2025-26 information was not available at the time of the request.

**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.**

These services are not utilised. Under Section 17 of the FOISA this information is not held.

**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?**

There is a total of 193.67 WTE staff employed within NES (as a predecessor of PSD Scotland) within IT, digital or 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.**

The below table provides a breakdown of staff within these roles by Agenda for Change (AfC) Band and equivalent.

<b>NES Technology Service Directorate</b>	<b>WTE *</b>
Band 4	12.00
Band 5	9.00
Band 6	30.72
Band 7	60.12
Band 8A	28.38
Band 8B	31.95
Band 8C	11.90
Band 8D	6.00
Band 9	<5
Executive/Senior Manager	<5
Medical & Dental Grade	<5

\* 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**
- (b) Chief Digital Officer (CDO) or equivalent**
- (c) Chief Technology Officer (CTO) or equivalent**
- (d) Chief Information Security Officer (CISO) or equivalent**
- (e) IT Director / Head of IT**
- (f) Digital Transformation Lead or equivalent**

We can confirm the answer is yes to following:

- (c) Chief Technology Officer (CTO) or equivalent
- (d) Chief Information Security Officer (CISO) or equivalent
- (e) IT Director / Head of IT

For questions, a, b, and f the answer is no, these are not named roles within our organisation.

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

There are a total of 15 WTE staff employed via third/party contractor/agency arrangements. The annual spend for the 2024-25 financial year was £2,065K. 2025-26 information was not available at the time of the request.

**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 15 physical servers 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)?**

The approximate age of all on-premise servers varies between 5-7 years.

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

Yes, the VMware platform is used.

**3.3 Does your organisation use hyperconverged infrastructure (HCI)?  
If yes, which vendor(s)?**

VMWare is the vendor used.

**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 is used.

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

We can estimate >80% of our workload is cloud- hosted. However, it is not possible to compare cloud native application developments and related services, database services etc hosted within the cloud environments with workloads/servers running on-premises.

**(c) What is the approximate annual cloud spend?**

The total annual cloud spend for 2024-25 is £1420k. 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)?**

HPE is the storage platform used.

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

The storage capacity is >200TB.

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

The on-premise storage estate age varies between five and seven years.

## **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)?**

Microsoft Azure Backup Server (MABS) is used.

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

Onprem/Cloud is the backup target 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 regularly tested 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, dependent on systems.

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

Yes, Microsoft Azure Backup Server (MABS/Barracuda).

## **Section 6 – Networking and End-user Computing**

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

Scottish Wide Area Network provide our WAN, delivered via National framework providers BT.

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

Our network equipment vendor is HPE.

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

There are approximately 2000 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.**

NES (as a predecessor of PSD Scotland) was a national health board responsible for providing workforce development, education and training, data and digital. Accordingly, NES was not a provider of direct patient care services. Under Section 17 of the FOISA this information is not held.

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

NES (as a predecessor of PSD Scotland) was a national health board responsible for providing workforce development, education and training, data and digital. Accordingly, NES was not a provider of direct patient care services. 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?**

NES (as a predecessor of PSD Scotland) was a national health board responsible for providing workforce development, education and training, data and digital. Accordingly, NES was not a provider of direct patient care services. 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. Renewals are dealt with on a national not Board basis.

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

The total spend on software licences for 2024-25 is £1,890k. 2025-26 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.**

There are no further significant enterprise IT contracts. Under Section 17 of the FOISA this information is not held.

## **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)**
- (b) The name of the maintenance provider(s), if applicable**
- (c) Approximate contract expiry dates where held**

Under Section 17 of the FOISA this information is not held by NES as a predecessor of PSD Scotland.

NES utilised the Scottish Government Framework agreements for infrastructure and maintenance. The information is available on the Scottish Government website: [Procurement: Scottish Government frameworks and contracts - gov.scot](#). They contain the scope and the expiry of each agreement.

**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)?**

As detailed above NES utilised the Scottish Government Framework agreements for infrastructure and maintenance which can be accessed on the Scottish Government website.

**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 no contracts of significance due for renewal within the next 24 months. Under Section 17 of the FOISA this information is not held.

## **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)?**

The Scottish Government / COSLA Digital Maturity Assessment framework was used.

**(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 via the following link: [Festival of Transformation](#).

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

There is no single strategy. Scotland's Public Service Reform Strategy (2025), Scotland's Digital Health & Care Strategy (refreshed 2021) and the NHS Education for Scotland Strategy (2023-2026) are cross-referenced.

**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)?**

No this is not part of our current activity.

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

Our top three stated digital priorities are as follows:

- Deliver the Digital Learning Infrastructure Programme and associated education, training and workforce outcomes
- Deliver Scottish Government Digital Health and Care Directorate sponsored programmes
- Mature national digital cloud infrastructure, capabilities and interfaces through the National Digital Platform to enable Scottish Government-prioritised digital transformation programmes.