

[REDACTED]

Date 13 May 2026
Your Ref FOI-2026-3340
Our Ref FOI-2026-3340

Enquiries to [REDACTED]
Email psd.foi@nhs.scot

Dear [REDACTED]

Freedom of Information Reference FOI-2026-3340

I refer to your Freedom of Information (Scotland) Act 2002 (FOISA) request that we received on 14 April 2026 requesting the following information:

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

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

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

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.

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?

Chair Mr Keith Redpath
Chief Executive Professor Karen Reid

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.

**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**

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

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?**
- (b) What server vendors / manufacturers does your organisation use (e.g. Dell, HPE, Lenovo, Cisco UCS)?**
- (c) What is the approximate age profile of your server estate (e.g. percentage under 3 years, 3–5 years, over 5 years old)?**

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

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

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)?**
- (b) Approximately what proportion of your workloads are cloud-hosted vs on-premise?**
- (c) What is the approximate annual cloud spend?**

SECTION 4 — STORAGE INFRASTRUCTURE

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

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

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

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)?

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

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

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

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

SECTION 6 — NETWORKING AND END-USER COMPUTING

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

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

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

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.

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

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

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

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

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.

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**

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)?

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

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)?**
- (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?

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)?

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

It is important to note that as of April 2026, National Services Scotland (NSS) and NHS Education for Scotland (NES) joined to form PSD Scotland, enabling transformation in health, social care, and the wider public sector. More information regarding PSD Scotland can be found at the following URL:

[Public Services Delivery Scotland \(PSD Scotland\)](#)

After completing our searches PSD Scotland has prepared 2 individual responses to your request from NHS Education for Scotland (Annex A) and NHS National Services Scotland (Annex B).

Additionally, the following exemptions have been applied to parts of your request:

- a) The [FOISA Section 17 exemption for “Information not held”](#) has been applied to both annexes where PSD Scotland does not hold any information to questions posed.

b) The [FOISA Section 33\(1\)\(b\) exemption for “Substantial prejudice to commercial interests”](#) had been applied to question 7.6 within Annex B (NSS) as information relating to contract pricing 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 organisation concerned.
- Reveal commercially sensitive strategies, pricing, 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.

I hope that you will find the attached information of assistance and if you require any further information, please do not hesitate to contact me using the email address psd.foi@nhs.scot.

If you are unhappy with any aspect of how we have dealt with your request, you can make representations to us asking us to review the handling of your request. Please write to the Associate Director Corporate Governance using the email address psd.foi@nhs.scot within 40 working days of the date of this correspondence.

If after a review you are still unhappy, you also have the right to apply to the Scottish Information Commissioner, who can be contacted at Kinburn Castle, St Andrews, Fife, KY16 9DS, or via their [online Appeal form](#).

Yours sincerely,

