

Ref no: 164310718  
From: Commercial  
Date: 31/07/2018  
Subject: Computers broken/crashed

## REQUEST

1. How many computers in total do you have across your entire Trust?
2. How many of your computers are currently running Windows XP or Windows 7 software?
3. How many of your computers are currently running Windows 10 software?
4. On how many occasions in calendar years 2015, 2016, 2017 and 2018 (Year to Date) have computers across your Trust crashed and required rebooting. Please provide a best estimate if precise data is not collated.
5. On how many occasions in calendar years 2015, 2016, 2017 and 2018 (Year to Date) has your IT Department been contacted because of any computer problems across your Trust? Please provide a best estimate if precise data is not collated.
6. For each of the calendar years 2015, 2016, 2017 and 2018 (Year to Date) what is the longest time a computer was broken/remained unfixed and therefore was not used by staff anywhere across your Trust?
7. Please list any incidents of patients coming to harm, because of a fault related to an IT system failure.

Some parts of the request may be easier to answer than others. Should this be the case, please release information as soon as possible.

I would prefer to receive the information electronically.

## RESPONSE

1. How many computers in total do you have across your entire Trust?  
4335
2. How many of your computers are currently running Windows XP or Windows 7 software?  
4067
3. How many of your computers are currently running Windows 10 software?

81

4. On how many occasions in calendar years 2015, 2016, 2017 and 2018 (Year to Date) have computers across your Trust crashed and required rebooting. Please provide a best estimate if precise data is not collated.

2015 - 481

2016 - 649

2017 - 573

2018 - 503

5. On how many occasions in calendar years 2015, 2016, 2017 and 2018 (Year to Date) has your IT Department been contacted because of any computer problems across your Trust? Please provide a best estimate if precise data is not collated.

2015 - 2407

2016 - 3245

2017 - 2864

2018 - 2519

6. For each of the calendar years 2015, 2016, 2017 and 2018 (Year to Date) what is the longest time a computer was broken/remained unfixed and therefore was not used by staff anywhere across your Trust?

2015 – 3.4 Days

2016 – 4.2 Days

2017 – 3.8 Days

2018 – 3.1 Days

Please list any incidents of patients coming to harm, because of a fault related to an IT system failure.

None.