Disposal of IT Equipment

Request

1) Does the Trust currently have a contract for I.T. disposal?

   a) If so, which company handles the contract?

   b) When does the contract expire?

   c) Is the contract advertised in the European Journal or other Purchasing Publication (Buying Solutions - local framework agreements?) - Please detail

   d) Does the contract cost the Trust to dispose of I.T. - or does the awarded company "pay" for the material?

   e) If the contractor pays for the removal of I.T. - what are the typical costs? What are the last 3 months and 6 months worth of transacted business?

   f) If the Trust pays for the material to be removed - what is the projected spend over the period of the contract?

   g) How many PC's, Laptops and Servers will the Trust dispose of between now and April 1 2013?

2) What involvement does the Trust's Information Technology Services division specifically get involved in the disposal of IT equipment? Is this a piece of work where "estates" decide how material is disposed of?

3) How is data removed from Servers and PC's prior to end of life?
   a) If a software tool is deployed, which tool is it?
   b) Does the tool meet CESG and DIPCOG certification?
   c) Are drives removed and destroyed? If so who removes the drives?
   d) How long does it take per machine to remove hard drives?

4) Does the Trust donate any equipment to charity, good causes or staff? If so? how does the university ensure data protection?
   a) If the Trust prepares a PC to be donated to charity, good causes or staff - how long does it take to prepare each PC and how does the Trust support any of the donated methods in terms of post donation to support?
   b) How does the Trust transfer any licenses between the Trust and new owners?

5) Who has overall responsibility for the disposal of IT equipment within *the* Trust? Please supply name, telephone and email details (NOT DEPARTMENTAL Information but the actual PERSON responsible

6) Can the Trust track all assets disposed of should there be a breach of data investigation? If so how would an individual asset be tracked?

7) How many incidents has the Trust dealt with in the last 3 years from data being found on IT equipment disposed of?

8) At what point during the IT assets lifecycle does the item become a zero cost asset to the Trust? (When does the Trust write the asset off?)

9) How does the Trust recognise any rebate back from equipment sold?

10) How many staff are involved with decommissioning services of legacy IT equipment?

11) Is decommissioning a process driven exercise (set standards and procedures)? If so - please supply procedures adhered to and staff training

12) How old is I.T. equipment before it is disposed of?

13) Who is the primary supplier of PC's and Printers to the Trust - by which manufacturer?

14) Following the incident at Brighton and Sussex University and the ICO. Please detail the Trusts individual (name, telephone number and email address) as the Data Controller for the authority

15) Is the Trust now more inclined to shred hard drives by a contractor on site or crush? And what are the future plans: before 31.03.12 and the next 12 months to destroy Trust hard drives and data?

Response

1) Does the Trust currently have a contract for I.T. disposal?
    a) If so, which company handles the contract?
    OUR RESPONSE: There is a signed Heads of Terms agreement with a specialised disposal company which remains in force, until a fixed term agreement is signed and which will run until March 2015. The Company is GreenWorld Electronics Ltd.

    b) When does the contract expire?
    OUR RESPONSE: Our Health Informatics Service (HIS) is currently negotiating a longer term agreement until March 2015

    c) Is the contract advertised in the European Journal or other Purchasing Publication (Buying Solutions - local framework agreements?) - Please detail
    OUR RESPONSE: No

    d) Does the contract cost the Trust to dispose of I.T. - or does the awarded company "pay" for the material?
    OUR RESPONSE: No. There have been no costs to the Trust; the agreement generally breaks even or with a very small profit.

    e) If the contractor pays for the removal of I.T. - what are the typical costs? What are the last 3 months and 6 months worth of transacted business?
    OUR RESPONSE: No costs have been passed on to the Trust. Details of transaction costs requested are exempt under Section 43, as disclosure of the information would be likely to prejudice the commercial interests of both Leicestershire Health Informatics Service and Leicestershire Partnership NHS Trust. Section 43 is subject to the Public Interest Test and it is considered that the public interest in withholding the information outweighs the public interest in disclosure.

    f) If the Trust pays for the material to be removed - what is the projected spend over the period of the contract?
    OUR RESPONSE: Not applicable

    g) How many PC's, Laptops and Servers will the Trust dispose of between now and April 1 2013?
    OUR RESPONSE: This information is not held

2) What involvement does the Trust's Information Technology Services division specifically get involved in the disposal of IT equipment? Is this a piece of work where "estates" decide how material is disposed of?
    OUR RESPONSE: The process is managed and reviewed by the Health Informatics Service.

3) How is data removed from Servers and PC's prior to end of life?
    e) If a software tool is deployed, which tool is it?

f) Does the tool meet CESG and DIPCOG certification?
g) Are drives removed and destroyed? If so who removes the drives?
h) How long does it take per machine to remove hard drives?

OUR RESPONSE:

- Location – All data and assets are either wiped or destroyed onsite, no equipment leaves site before data is destroyed.
- Destruction – Data Destruction upon hard-drives is to CESG infosec 5 Baseline Standard (I5A) using a software overwriting methodology NSA P-5239-26. Where that is not possible then data destruction is to CESG infosec 5 Baseline Standard (I5A) using a degaussing methodology. Physical media such as tape and DVD/CDs destroyed to Security Level 3 Cross Shredder following degauss if application.
- Verification – Data destruction certificates produced to certify all completed data destruction on data assets and equipment.

4) Does the Trust donate any equipment to charity, good causes or staff? If so₂ how does the university ensure data protection?
   c) If the Trust prepares a PC to be donated to charity, good causes or staff - how long does it take to prepare each PC and how does the Trust support any of the donated methods in terms of post donation to support?
   d) How does the Trust transfer any licenses between the Trust and new owners?

OUR RESPONSE: The Trust does not donate to staff, charity or good causes.

5) Who has overall responsibility for the disposal of IT equipment within *the* Trust? Please supply name, telephone and email details (NOT DEPARTMENTAL Information but the actual PERSON responsible

OUR RESPONSE: Ian Wakeford Head of the Leicestershire Health Informatics Service (LHIS), 0116 295 2345/ ian.wakeford@leics-his.nhs.uk

6) Can the Trust track all assets disposed of should there be a breach of data investigation? If so how would an individual asset be tracked?

OUR RESPONSE: All equipment remains intact to ensure traceability of all components within a PC using the serial number of the device to trace the full lifecycle. However the equipment is then anonymised once it leaves LHIS.

7) How many incidents has the Trust dealt with in the last 3 years from data being found on IT equipment disposed of?

OUR RESPONSE: None

8) At what point during the IT assets lifecycle does the item become a zero cost asset to the Trust? (When does the Trust write the asset off?)

OUR RESPONSE: Over 4 years.

9) How does the Trust recognise any rebate back from equipment sold?

OUR RESPONSE: Via a report supplied by the company.

10) How many staff are involved with decommissioning services of legacy IT equipment?

OUR RESPONSE: 30

11) Is decommissioning a process driven exercise (set standards and procedures)? If so - please supply procedures adhered to and staff training

OUR RESPONSE: No specific procedures or training is required. Staff are suitably qualified and tasked within a task management system.

12) How old is I.T. equipment before it is disposed of?

OUR RESPONSE: Over 4 years.

13) Who is the primary supplier of PC's and Printers to the Trust - by which manufacturer?
OUR RESPONSE: PCs are supplied by DELL
Printers are supplied by a variety of manufacturers.

14) Following the incident at Brighton and Sussex University and the ICO. Please detail the Trusts individual (name, telephone number and email address) as the Data Controller for the authority
OUR RESPONSE: Leicestershire Partnership NHS Trust is the data controller, as defined in section 1(1) of the Data Protection Act 1998. However, our Data Protection Lead Officer is: Sam Kirkland, Records Transformation & Information Governance Manager, Leicestershire Partnership NHS Trust, Lakeside House, 4 Smith Way, Enderby, Leicester LE19 1SS. Tel: (0116) 295 0997 Email: Sam.Kirkland@leicspart.nhs.uk

15) Is the Trust now more inclined to shred hard drives by a contractor on site or crush? And what are the future plans: before 31.03.12 and the next 12 months to destroy Trust hard drives and data?
OUR RESPONSE: The Trust has for many years ensured on site specialist wiping of all data from hard drives and destruction of hard drives where this cannot be achieved. This activity is certified. Future intentions are as described in 3 above.