

Sent via email

FOI 2016/095

29th June 2016

Dear [REDACTED]

Information Governance

Christopher Ward, West Pavilion
St Charles Centre for Health & Wellbeing
Exmoor Street
London
W10 6DZ

www.clch.nhs.uk
foi.request@clch.nhs.uk

Freedom of Information Act 2000 request:

With reference to your request for information, dated 17th June 2016, made under section 1(1) of the Freedom of Information Act, I am writing to inform you of the outcome of your information request.

You asked the following:

1. *Do you have an Electronic Fax Management System (A Fax Server)?*
2. *How many manual fax machines do you have?*
3. *Who is the Manufacturer of your MultiFunction Printers, and who maintains them?*
4. *Who is the manufacturer of your Telephony system and who maintains it?*
5. *What is the job title of the person responsible for your Fax policy/strategy?*

Our response:

1. *We have an e-fax solution in place at CLCH which over time will replace all physical fax machines.*
2. *Unable to advise at present due to the ongoing migration to e-fax.*
3. *Canon and Canon maintain them under a managed service contract.*
4. *Once the VoIP project completes at the end of Aug 2016, the manufacture will be Cisco. The VoIP infrastructure is maintained by Cisco through Csilion and operationally by Capita ITES.*
5. *Enterprise Architect.*

This completes our response to your request for information. If you are unhappy with our response, please write to us giving your reasons and we will address them. If you remain dissatisfied you are entitled to appeal to the Information Commissioner:

Customer Contact
Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow SK9 5AF
Tel: 0303 123 1113
http://ico.org.uk/concerns/getting/report_concern_foi

Yours sincerely,

Jonathan Walmsley
Information Governance Facilitator
Central London Community Healthcare NHS Trust