

Email: foi.tsdfd@nhs.net
Our Ref: TSD10826

Dear Sir/Madam

Request for Information

We are writing to confirm that we have now completed our search for the information you requested.

A copy of the information is below:

1. Wi-Fi incidents

Please provide the total number of IT incidents/service desk tickets recorded as relating to each of the following, where these categories or equivalent categories are held:

- Wi-Fi/wireless connectivity
- Poor or slow Wi-Fi/wireless performance
- Wi-Fi/wireless coverage or signal issues
- Wi-Fi/wireless network outages

If these are not recorded as separate categories, please provide the total number of incidents/tickets categorised by the Trust as relating to Wi-Fi or wireless networking.

We do not record the categories listed above separately. The figures below are based on tickets logged under our general "WiFi" category:

April 2023 to March 2024 = 20
April 2024 to March 2025 = 65
April 2025 to March 2026 = 72

2. Network incidents

Separately, please provide the total number of IT incidents/service desk tickets recorded as relating to:

- Network connectivity
- Network outages
- Poor network performance

Again, if these are not recorded separately, please provide the closest equivalent categories used by the Trust.

The categories listed above are not recorded separately. The figures below relate to high-impact network incidents classified as Severity 1 or Severity 2:

April 2023 to March 2024 = 12
April 2024 to March 2025 = 21
April 2025 to March 2026 = 10

3. Wi-Fi and network outages

For each financial year, please provide, where held:

- The number of recorded Wi-Fi/wireless network outages
- The number of recorded wider network outages
- The total recorded duration of Wi-Fi/network outages
- The duration of the longest individual Wi-Fi/network outage

Please refer to Sections 1 and 2 for the numbers of recorded Wi-Fi and network outages.

Figures for wider network outages are included in Section 2, as these incidents are recorded as high-impact calls.

We cannot provide the total duration of Wi-Fi or network outages because engineers may work on several incidents at the same time. Consequently, the time recorded against individual tickets would not accurately reflect the duration of an outage. This also applies to the longest individual Wi-Fi or network outage.

4. Incident severity

For the Wi-Fi and network incidents covered above, please provide a breakdown by the Trust's existing incident priority/severity classification.

For example, this may be P1/P2/P3/P4, Critical/High/Medium/Low, or another classification used by the Trust.

There are 5 ratings:

- Severity 1 – Incidents that have a significant adverse impact on the provision of the Service to a large number of End Users.
- Severity 2 – Incidents that have a significant adverse impact on the provision of the Service to a small or moderate number of End Users.
- Severity 3 - Incidents that have a moderate adverse impact on the provision of the Service to a small or moderate number of End Users
- Severity 4 – Incidents that have a minor adverse impact on the provision of the Service to a small or moderate number of End Users.
- Severity 5 (Service Requests) - A request for information, advice, access to an IT Service e.g. installing software.

Each of the above has a Service Level Agreement (SLA) time frame associated to them.

Financial year	Severity 1	Severity 2	Severity 3	Severity 4	Severity 5
2023/2024	2	10	14	0	6
2024/2025	0	22	56	0	8
2025/2026	1	9	48	0	24

5. Clinical impact

Where this can be identified through an existing category, field or other readily reportable information, please provide the number of Wi-Fi or network incidents recorded as having caused disruption to clinical systems or clinical services.

Where held in a readily reportable format, please also provide:

- The clinical system or service affected
- A brief description/category of the recorded impact

I am not requesting patient-identifiable information or other personal data.

[This information is not held in a readily reportable format.](#)

6. Primary networking vendor

Please provide the name of the Trust's primary/main networking infrastructure vendor during each financial year, where applicable.

For example, this may be Cisco, Aruba/HPE, Juniper, Extreme Networks or another supplier.

[The Primary Network Vendor is HPE/Aruba for all 3 Financial Years](#)

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If you wish to discuss any of the above, please contact us, quoting the FOI reference number above.

If you are unhappy with the way in which we have handled your request, please contact the Data Protection and Freedom of Information Lead in the first instance. If you wish to make a formal complaint, you should write to our Complaints Manager at Torbay and South Devon NHS Foundation Trust, First Floor Bowyer Building, Torbay Hospital, Torquay TQ2 7AA or by email to tsdft.feedback@nhs.net

If you are not content with the outcome of your complaint or the internal review, you may apply directly to the Information Commissioner for a decision. Generally, the Information Commissioner will only make a decision once you have exhausted the complaints and/or internal review process provided by us. The Information Commissioner can be contacted at: The Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF or through this link <https://ico.org.uk/global/contact-us/>

Yours sincerely,

Freedom of Information Team