

Our Ref: 349/2022

September 2022

Re: Your request made under the Freedom of Information Act 2000

Please could you provide the following information:

- Number of Employees – 6950 Employees
- Number of IT Staff – 51 Employees
- The name of your current IT Service Management Software and the company that supplies it Sitehelpdesk provided by Sitehelpdesk
- Whether this is a Cloud / SaaS or On-Premise Solution SaaS
- The number of licences and whether these are Named or Concurrent 70+ Named
- The length of your current contract for this Software / Service 3 years
- The contract expiry date, and whether you intend to change it June 2023. Potential to change
- The Contract Review Date: (approximate date of when the organisation is planning to review this contract.): currently reviewing
- The Annual cost of the contract Commercially sensitive information
- The Total cost of the contract Commercially sensitive information
- The person responsible for this Software / Service and their contact details (name + email + direct phone number if possible) johall26@nhs.net
- The lead person to contact about any future projects to review or replace this Software / Service, and their contact details (name + email + direct phone number if possible) lisa.cowpe@nhs.net

Our Ref: 349/2022

September 2022

If this solution is currently on Premise, please could you also provide the following information:

- Do you have a cloud migration strategy? **Yes Cloud First**
- If so, is there specific budget allocated to this? **Commercially sensitive information**
- Would you be looking to move to a cloud service at the end of the current contract ? **No decision made to date**