

Our Ref: 303

February 2024

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

I am writing to you to submit a Freedom of Information (FOI) request regarding your ITSM software.

1. Number of employees-workforce 7479
2. Number of IT staff-workforce 45
3. Current ITSM solution – Site Helpdesk
4. Cloud or on-premise – On Prem
5. If on-premise, do you have a cloud migration strategy? Nothing as of now planned
6. If yes, please share more details, including budget allocation.
7. Number of licenses – 100
8. Length of contract – 5 years
9. Contract expiry date – 07/06/2024
10. Contract review date – Currently under renewal process.
11. Annual cost of contract

Commercially sensitive

We are applying Section 43(2), under the Freedom of Information Act 2000. This exempts disclosure of information which is prejudicial to commercial interests. If details of the annual amount paid were disclosed into the public domain, this information would constitute a risk to the commercial interests of as the provision of such information may / could provide other suppliers of similar software with an unfair commercial advantage in any on-going and future NHS procurement exercises.

It is important to appreciate that a disclosure to a request from a single applicant is not viewed in law as a disclosure to just that person, but a release of information into the public domain which when released cannot be reclaimed or rolled back. Hence, we feel that the risk is significant that release of such information would be likely to prejudice commercial interests.

12. Total cost of contract

Commercially sensitive

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13. Person responsible for the software and their contact details Digital Support Manager

See attached Structure Chart

14. Person responsible for any future projects on reviewing or replacing the software and their contact details Head of Digital Operations and Cyber Security

See Attached Structure Chart