

## Freedom of Information Act Request

Under the Freedom of Information Act, I would like to request the following information:

I am submitting a FOI request concerning IT Services provided to other organisations under Service level Agreements.

Please supply the following information:

- Do you provide IT services to other organisations under Service level Agreements? **No**
- What are the services provided e.g. Service Desk, Infrastructure, Project Management, Technical Support, Cyber Support etc.- **we don't provide services to other organisation, all support is for inhouse users**
- What are the number of resources servicing the SLA's? **Roughly 12 including Servicedesk I1, I2 and infra I3**
- Are these dedicated resources to the SLA? **No, resources work on projects and serve specific hrs for SLA**
- What is the current contract length? **N/A**
- End date of contract? **N/A**
- What is the annual income generated for the Trust? **Since we don't provide services to another organisation, we don't generate income**

P.S - if the answer for question 1 is "no", I think the answer to rest all questions is not applicable.

Please note regarding annual income, this is the overall annual income generated by the SLA's and not the individual contracts.

I expect the FOI to be responded to within the 20 working day period, but would appreciate your expedience of this request.