

Freedom of Information Act Request

I am writing to request information under the Freedom of Information Act 2000.

1. Total number of employees (across the whole Trust) **7,479**
2. Total number of IT service desk agents **-10**
3. Existing service desk software used **SitehelpDesk**
4. Deployment model (Cloud-based or On-Premise) **Cloud Based**
5. Number of software licenses **- 100**
6. Contract renewal date – **07/06/2027**
7. Annual cost of contract **After careful consideration, we regret to inform you that we are unable to provide the information you have requested. Section 43 of the Freedom of Information Act 2000 see explanation at end of request**
8. Total cost of contract **After careful consideration, we regret to inform you that we are unable to provide the information you have requested. Section 43 of the Freedom of Information Act 2000 see explanation at end of request**
9. Contract review date – **07/01/2026**
10. Main decision maker/contact for service desk software - **Head of Digital Operations**

If you are not satisfied with the handling of your request, you have the right to request an internal review. Requests for an internal review should be submitted within 40 working days from the date of this response, and should be addressed to d.wraith@nhs.net.

If you remain dissatisfied after the internal review, you have the right to appeal to the Information Commissioner's Office (ICO). The ICO can be contacted at:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF
Tel: 0303 123 1113
Website: <https://ico.org.uk/make-a-complaint/>

Our Ref: 45
January 2026