

**Information Governance**

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6 July 2017

Reference no. 17180096

Dear

**Request for Information: Freedom of Information Act**

Thank you for your email of 4 July, making a request for information under the Freedom of Information Act. You requested the following information and the Trust is able to provide the information below in response:

[Request and Response:](#)

1. Which IT Service Management (ITSM) solutions are currently being used by your organisation in their IT operations and Service Desk functions.

ServiceNow

2. How much did the organisation spend on this solution? (Please provide initial setup / deployment costs and ongoing costs)

The Trust is unable to comply with this element of your request and has applied section 43 to this element of the request. The Trust has not disclosed this information and relies on section 43 in this respect. The Trust would not be able to obtain best value in tendering, negotiating and contracting for these services, and there would be likely to be prejudice to the commercial interest of the Trust and providers of such services as a result.

3. Which company did your organisation procure the current solution from and by which method? (i.e. Direct Award / Tender etc.)

Focus Group Europe, Direct Award supported by SAQW (Single Action Quote Waiver)

4. When does the current ITSM solution contract expire?

March 2019

5. Who in the organisation is responsible for deciding which ITSM tool is used? (Please provide name and job title)

Tris Church, Service Delivery Manager

If you are unhappy with the service you have received in relation to your request and wish to make a complaint or request a review of our decision, you should write to me and I will ensure the decision is reviewed. The Trust will consider undertaking a review if requested to do so within 40 working days of the date the response is received by the applicant, and will apply discretion if a longer period of time has passed.

Should you wish to make a complaint as a result of the outcome of such a review, you may apply directly to the Information Commissioner's Office (ICO) for a decision.

Generally, the ICO cannot make a decision unless you have exhausted the complaints procedure provided by the Trust for FoI Act matters.

The ICO can be contacted at:

The Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF

Please contact me if there are any further queries.

Kind regards,

Yours sincerely,

Mark Underwood

Head of Information Governance