

**Information Governance**

White Building  
Littlemore Mental Health Centre  
Sandford Road  
Littlemore  
Oxford  
OX4 4XN

Tel: 0845 219 1269  
Fax: 0845 219 1275  
Web: [www.oxfordhealth.nhs.uk](http://www.oxfordhealth.nhs.uk)

5 October 2017  
Reference no. 17180211

Dear

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

Thank you for your email of 3 October, 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:**

1. What software product(s) are you using to manage your IT Service Management (e.g. Landesk, ServiceNow, Cherwell, Hornbill etc.)?
2. When does the contract with your current service desk provider end?
3. How much does your current ITSM service desk tool cost annually?
4. When will you be looking to review your current service desk tool?

**Response:**

1. Service Now
2. March 2020
3. Section 43 applied
4. 2020.

The Trust has applied section 43 to the cost elements of this request. The Trust has not disclosed this information as 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.

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