

freedom.information@wvt.nhs.uk

28 November 2019

FREEDOM OF INFORMATION ACT 2000 – INFORMATION REQUEST FOI2019/0420

Thank you for your request for information.

Wye Valley NHS Trust responds:

////////////////////REQUEST

I am currently doing some research into IT Service Management and Desktops ITAM trends in the UK public sector. Could you kindly provide me with the below information about your organisation:

What software product(s) are you using to manage your IT Service Management (e.g. ServiceNow, Cherwell, Hornbill etc.)? **This product is outsourced and managed by a third party, Hoople Ltd. The questions below need to be directed to that company.**

Who is your current vendor?

When does the contract with your current service desk provider end?

How much does your current ITSM service desk tool cost annually?

When will you be looking to review your current service desk tool?

What software product(s) are you using to manage your desktops ITAM e.g SCCM, Manage engine etc.)?
SCCM

Who is your current vendor? **Insight**

When does the contract with your current desktop provider end? **31 May 2022.**

How much does your current ITAM desktop tool cost annually? **This cost varies due to the ever changing number of device count**

When will you be looking to review your current desktop tool? **31st May 2021**

Who is your primary IT company contact? **See above.**

If you have queries or any concerns contact details are given at the top of the letter. Please remember to quote the reference number above in any future communications.

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:

Information Governance/Privacy Officer
Wye Valley NHS Trust
Monkmoor Court
31-34 Commercial Road
Hereford

HR1 2DX

Email: freedom.information@wvt.nhs.uk

If you are not content with the outcome of your complaint, you may apply directly to the Information Commissioner for a decision. The Information Commissioner can be contacted at:

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

Telephone: 01625 545 745 www.ico.gov.uk

Yours sincerely,

Freedom of Information Coordinator

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