**FOI Ref: 6550**

**Category(ies): Trust - Contracts/Procurement Trust - IT**

**Subject: IT Service Management**

**Date Received: 09/08/2022**

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| **Your request:** | **Our response:** |
| Please could you provide the following information | |
| Number of Sites | Circa 40 |
| Number of Employees | 4807 |
| Number of IT Staff | 110 |
| The name of your current IT Service Management Software and the company that supplies it | Ivanti Service Manager |
| The number of licences and whether these are Named or Concurrent | 97 Named |
| The length of your current contract for this Software / Service | Historic rolling contract – January to December |
| The date that this contract expires, and whether you intend to change it | Historic rolling contract – current contract expires December 2022. No intention to change due to embedded system but see comment re cloud service. Reviewed annually – next review due October 2022. |
| The cost per annum | £33,215,63 |
| The total cost of the contract | Rolling contract – spend value over last three years £81,431.80 (excluding VAT) |
| The lead person to contact about any future projects to review or replace this Solution / Service (name + email + direct phone number if possible) | \*Christine Hazlehurst  Christine.Hazlehurst1@nhs.net |
| The person responsible for the delivery of this service (name + email + direct phone number if possible) | \*Robert Padley  Robert.Padley1@nhs.net |
| If this solution is currently on Premise, please could you also provide the following information: | |
| Do you have a cloud migration strategy? | Yes, cloud migration for this application was considered but on premise was chosen due to cost |
| If so, is there specific budget allocated to this? | No |
| Would you be looking to move to a cloud service at the end of the current contract? | Yes, would consider |

\*The names of the relevant individuals are detailed above. The provision of these contact details **does not** imply consent for unsolicited correspondence on your part. As per Section 122 of the Data Protection Act 2018, **permission is not given** to use these details for unsolicited contact. Right to prevent processing for purposes of direct marketing.

*S122 (5) direct marketing” means the communication (by whatever means) of advertising or marketing material which is directed to a particular individual.*