

Freedom of Information Request

Ref: UHB 17-394

Date 6 July 2018

By Email

Dear Sir

Thank you for your request for information under the Freedom of Information Act 2000. The Trusts response is as follows:

- 1. Which IT Service Management (ITSM) solutions are currently being used by your organisation in their IT operations and Service Desk functions.**
Zoho, ServiceDesk
- 2. How much did the organisation spend on this solution? (Please provide initial setup / deployment costs and ongoing costs)**
£38,000 on going costs £12,600 per year
- 3. Which company did your organisation procure the current solution from and by which method? (i.e. Direct Award / Tender etc.)**
Direct Award
- 4. When does the current ITSM solution contract expire?**
June 2018
- 5. Who in the organisation is responsible for deciding which ITSM tool is used? (Please provide name and job title)**
Steve Gray CIO Digital Services

This concludes our response. We trust that you find this helpful, but please do not hesitate to contact us directly if we can be of any further assistance.

If, after that, you are dissatisfied with the handling of your request, you have the right to ask for an internal review. Internal review requests should be submitted within two months of the date of receipt of the response to your original letter and should be addressed to:

Trust Secretary

University Hospitals Bristol NHS Foundation Trust
Trust Headquarters
Marlborough Street
Bristol
BS1 3NU

Please remember to quote the reference number above in any future communications.

If you are not content with the outcome of the internal review, you have the right to 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

To view the Freedom of Information Act in full please click [here](#).

Yours sincerely,

FOI Administrator