



Freedom of Information Request

Ref: UHB 19-668

22 November 2019

By Email

Dear Sir/Madam

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

1. What software product(s) are you using to manage your IT Service Management (e.g. ServiceNow, Cherwell, Hornbill etc.)?
Servicedesk.
 - a. Who is your current vendor? Zoho.
 - b. When does the contract with your current service desk provider end? – There is no contract in place.
 - c. How much does your current ITSM service desk tool cost annually? - 12k per year.
 - d. When will you be looking to review your current service desk tool? – No current review plan.

2. What software product(s) are you using to manage your desktops ITAM e.g SCCM, Manage engine etc.)?
Desktop Central.
 - a. Who is your current vendor? - Manage Engine.
 - b. When does the contract with your current desktop provider end? – There is no contract in place.
 - c. How much does your current ITAM desktop tool cost annually? - 40k.
 - d. When will you be looking to review your current desktop tool? - No current review plan.

3. Who is your primary IT company contact?
There are various contacts; there is not a primary one.

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:

Director of Corporate Governance
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

Publication

Please note that this letter and the information included/attached will be published on our website as part of the Trust's Freedom of Information Publication Log. This is because information disclosed in accordance with the Freedom of Information Act is disclosed to the public, not just to the individual making the request. We will remove any personal information (such as your name, email and so on) from any information we make public to protect your personal information.

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

Yours sincerely

FOI Team
UH Bristol NHS Foundation Trust