

Reference Number: FOI/2019/446
From: Commercial
Date: 04 November 2019
Subject: IT Service Management and Desktops ITAM trends in the UK public sector

- Q1 What software product(s) are you using to manage your IT Service Management (e.g. ServiceNow, Cherwell, Hornbill etc.)?
- Q2 Who is your current vendor?
- Q3 When does the contract with your current service desk provider end?
- Q4 How much does your current ITSM service desk tool cost annually?
- Q5 When will you be looking to review your current service desk tool?

A1 - A5 Information not held – IT Service Management for the Trust is outsourced to Informatics Merseyside. Please redirect your request to them - <https://www.imerseyside.nhs.uk/get-in-touch/freedom-of-information-requests/>

- Q6 What software product(s) are you using to manage your desktops ITAM e.g. SCCM, Manage engine etc.)?

A6 SCCM

- Q7 Who is your current vendor?

A7 Microsoft

- Q8 When does the contract with your current desktop provider end?

A8 Licences have been purchased rather than a contract. Licences expire April 2021

- Q9 How much does your current ITAM desktop tool cost annually?

A9 £31,000

- Q10 When will you be looking to review your current desktop tool?

A10 No plans to review

- Q11 Who is your primary IT company contact?

A11 Information exempt under Section 21 of the Freedom of Information Act 2000 - 'Information reasonably accessible to the applicant by other means'. This information is available on our website, it can be found in our 2019 Disclosure Log, please see FOI Request Ref: 312

<http://www.lhch.nhs.uk/about-lhch/information-governance/freedom-of-information/disclosure-logs/>

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