Reference Number:	FOI202324/419
From:	Private Individual
Date:	15 December 2023
Subject:	ITOM, ITSM and Security software

Q1   Which Helpdesk tool does the IT department use for managing tickets?

A1   Sostenuto - provided by third party (iMerseyside)

Q2   When was the tool purchased?

A2   Information not held as per A1

Q3   When is the existing contract due to end?

A3   Information not held as per A1

Q4   When does the trust intend to review the solution with a view to potential replacement?

A4   There are currently no plans.

Q5   Can you please let me know who is responsible for this solution?

A5   As per A1.

Q6   Which software does the IT department use for performance monitoring of servers and infrastructure?

A6   PTRG

Q7   When was the tool purchased?

A7   2019

Q8   When is the existing contract due to end?

A8   No contract in place

Q9   When does the trust intend to review the solution with a view to potential replacement?

A9   There are currently no plans.

Q10 Can you please let me know who is responsible for this solution?

A10 Leanne Fearnehough

Q11 Which endpoint management tool does the IT department use for managing computers/laptops/mobile devices/servers etc?

A11 intune

Q12 When was the tool purchased?

A12 Part of existing National Microsoft licensing agreement

Q13 When is the existing contract due to end?

A13 2026

Q14 When does the trust intend to review the solution with a view to potential replacement?

A14 There are currently no plans.

Q15 Can you please let me know who is responsible for this solution?

A15 Leanne Fearnehough

Q16 Does the Trust have any solution in place to help with the management of power usage within the PC estate?

A16 No solution in place

Q17 Which tool is in use?

A17 Not applicable as per A16.

Q18 When was the tool purchased?

A18 Not applicable as per A16.

Q19 When is the existing contract due to end?

A19 Not applicable as per A16.

Q20 When does the trust intend to review the solution with a view to potential replacement?

A20   Not applicable as per A16.

Q21   Can you please let me know who is responsible for this solution?

A21   Not applicable as per A16.

Q22   Lastly, as this is a matter of public record and is attainable in your spend reports, can you please confirm roughly how much each of the above solutions cost?

A22   Intune - no direct cost. Sostenuto part of service contract. PTRG - £23,500.