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28 July 2017

Freedom of Information Request – Ref: FOI 079-1718

Thank you for your recent Freedom of Information request about IT. Please find the Trust's response below.

1. Which IT Service Management (ITSM) solutions are currently being used by your organisation in their IT operations and Service Desk functions.
TopDesk
2. How much did the organisation spend on this solution? (Please provide initial setup / deployment costs and ongoing costs)
**Resource cost charged to project £27,431,
Installation consultancy £26,625
The solution is SaaS with an annual cost of £44,300**
3. Which company did your organisation procure the current solution from and by which method? (i.e. Direct Award / Tender etc.)
**Procured following tender which was awarded to Bramble Hubb on CCS framework
The Tender was supported by the finance shared services of Gloucestershire Hospitals Trust**
4. When does the current ITSM solution contract expire?
The Award made in March 2016 was a 5+2 years thus expiry is 2023.
5. Who in the organisation is responsible for deciding which ITSM tool is used? (Please provide name and job title)
CITS Senior Management Team - represented in this case by Zack Pandor who is now Chief Information Officer for GHT. For 2gether NHS Foundation trust there is no Service management toolset in place as the IT service is contracted through the Gloucestershire Hospitals trust with a partnership agreement for IT services. The IT shared service procures and maintains the service management toolset. Tendering has input from partners of the shared service as they share the cost.

Should you have any queries in relation to our response in this letter, please do not hesitate to contact me. If you are unhappy with the response you have received in relation to your request and wish to ask us to review our response, you should write to:-

Anna Hilditch
Assistant Trust Secretary,
2gether NHS Foundation Trust
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Tel: 01452 894165

E-mail: anna.hilditch@nhs.net

If you are not content with the outcome of any review, you may apply directly to the Information Commissioner's Office (ICO) for further advice/guidance. Generally, the ICO will not consider your case unless you have exhausted your enquiries with the Trust which should include considering the use of the Trust's formal complaints procedure. The ICO can be contacted at: The Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF.

Yours sincerely,

Lisa Evans

LISA EVANS
Information Governance Officer
2gether NHS Foundation Trust

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or write to: OPSI, 102 Petty France, London SW1H 9AJ.