



23 October 2017

Information Rights & Compliance Team  
99 Waverley Road  
St Albans  
Hertfordshire  
AL3 5TL

Tel: 01727 804954  
Email: [foi@hpft.nhs.uk](mailto:foi@hpft.nhs.uk)

Our Ref: FOI 2732

Thank you for your request concerning our IT Service Management.

Your request has been considered and processed in accordance with the requirements of the Freedom of Information (FOI) Act 2000.

**1. What software product(s) are you using to manage your IT Service Management (e.g. Landesk, ServiceNow, Cherwell, Hornbill etc.)?**

We use ServiceNow.

**2. When does the contract with your current service desk provider end?**

There is no end date, because we have a partnership agreement and not an SLA (Service Level Agreement); just a process for leaving/dissolving the partnership.

**3. How much does your current ITSM service desk tool cost annually?**

We do not hold this information<sup>1</sup>. All our IT requirements are outsourced to Hertfordshire, Bedfordshire & Luton ICT and they would be responsible for procuring this.

You may wish to contact them at the address below:

Hertfordshire, Bedfordshire and Luton ICT  
Charter House  
Parkway  
Welwyn Garden City  
Hertfordshire  
AL8 6JL

**4. When will you be looking to review your current service desk tool?**

We have recently changed from Remedy to Service Now, so not for the foreseeable future.

Should you require further clarification, please do not hesitate to contact me.

Please find enclosed an information sheet regarding copyright protection and the Trust's complaints procedure in the event that you are not satisfied with the response.

<sup>1</sup> Section 1(1) Any person making a request for information to a public authority is entitled  
(a) to be informed in writing by the public authority whether it holds information of the description specified in the request,  
and  
(b) if that is the case, to have that information communicated to him.

Yours sincerely

*Sue Smith*

**Sue Smith**  
**Information Rights Officer**

Enc: Copyright Protection and Complaints Procedure Information Leaflet.

If you would like to complete a short survey in relation to your Freedom of Information request please scan the QR code below or click [here](#).

