

16 January 2020

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

Tel: 01727 804954
Email: Hpkt.foi@nhs.net

Our Ref: FOI/03498

Thank you for your request concerning IT service management & desktops.

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. ServiceNow, Cherwell, Hornbill etc.)?**
2. **Who is your current vendor?**
3. **When does the contract with your current service desk provider end?**
4. **How much does your current ITSM service desk tool cost annually?**
5. **When will you be looking to review your current service desk tool?**
6. **What software product(s) are you using to manage your desktops ITAM e.g SCCM, Manage engine etc.)?**
7. **Who is your current vendor?**
8. **When does the contract with your current desktop provider end?**
9. **How much does your current ITAM desktop tool cost annually?**
10. **When will you be looking to review your current desktop tool?**

We do not have a IT Service Management System; all our IT requirements are outsourced to Hertfordshire, Bedfordshire & Luton ICT Shared Services.

You may wish to contact them at the address below:

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

11. **Who is your primary IT company contact?**

Dr Hakan Akozek our Chief Information Officer is the primary contact.

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.

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](#).