

5 October 2022

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

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

Our Ref: FOI/04437

Thank you for your request concerning Service Management Software.

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

1. Number of Employees

This information is already in the public domain¹. Please follow this [link](#) to our Annual Reports. Our 2021/22 Report will be published once ratified at our AGM this month.²

2. Number of IT Staff

All our IT services are outsourced to Hertfordshire, Bedfordshire and Luton ICT (HBLICT) in an internal NHS shared service agreement, although we do have an Information Management and Technology Department.

- 3. The name of your current IT Service Management Software and the company that supplies it**
- 4. Whether this is a Cloud / SaaS or On-Premise Solution**
- 5. The number of licences and whether these are Named or Concurrent**
- 6. The length of your current contract for this Software / Service**
- 7. The contract expiry date, and whether you intend to change it**
- 8. The Contract Review Date: (approximate date of when the organisation is planning to review this contract.):**
- 9. The Annual cost of the contract**
- 10. The Total cost of the contract**
- 11. The person responsible for this Software / Service and their contact details (name + email + direct phone number if possible)**
- 12. The lead person to contact about any future projects to review or replace this Software / Service, and their contact details (name + email + direct phone number if possible)**
- 13. If this solution is currently on Premise, please could you also provide the following information:**
- 14. Do you have a cloud migration strategy?**
- 15. If so, is there specific budget allocated to this?**
- 16. Would you be looking to move to a cloud service at the end of the current contract ?**

We do not hold this information³. You may wish to contact HBLICT directly; I have given their details below.

¹ Section 21 – Information is available through other means

² Section 22 - Information intended for future publication.

³ 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

Hertfordshire, Bedfordshire and Luton ICT
Charter House
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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](#).





Hertfordshire
Partnership University
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Our  values
Welcoming Kind Positive Respectful Professional