

21 December 2023

Information Rights & Compliance Team  
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Hertfordshire  
AL3 5TL

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Our Ref: FOI/04995

Thank you for your request concerning ITOM, ITSM And Security Software.

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

### Questions

**Would you be kind enough to let me know the answers to the following questions?**

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

**When was the tool purchased?**

**When is the existing contract due to end?**

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

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

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

**When was the tool purchased?**

**When is the existing contract due to end?**

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

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

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

**When was the tool purchased?**

**When is the existing contract due to end?**

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

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

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

**Which tool is in use?**

**When was the tool purchased?**

**When is the existing contract due to end?**

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

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

**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?**

## Answer

We do not hold this information<sup>1</sup>.

All our IT services are outsourced to Hertfordshire, Bedfordshire and Luton ICT (HBLICT) (hosted by East and North Hertfordshire Clinical Commissioning Group) in an internal NHS shared service. You may wish to contact them directly at the below address.

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

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](#).



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<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.