NHS
South Sefton
Clinical Commissioning Group

Our ref: FOI ID 5876

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Re: Freedom of Information Request

Please find below the response to your recent Freedom of Information request regarding IT services within NHS South Sefton CCG.

Request/Response:

See attached questionnaire.

Please see Appendix 1

Question number	The column contains the questions relating to the IT Service Level Agreement(s) that you hold on behalf of the CCG and the GP Practices	Very effective	Effective	Partly effective	Not effective	SLA doesn't cover this
	Please select one of the choices and indicate the choice by inserting an X in the appropriate column					
1	In relation to the IT SLA(s) you hold on behalf of the CCG and the GP Practices how effective do you think the SLA is with your IT Service Provider in detailing all the services you receive? (Examples of IT Services might be Desktop support, Email or a clinical application)		X			
2	In relation to the SLA(s) you hold on behalf of the CCGc and the GP Practices how effective do you think the SLA is with your IT Service Provider in driving service improvement year on year?	X				
3	In relation to the SLA(s) you hold on behalf of the CCG and the GP Practices how effective do you think the SLA is with your IT Service Provider in ensuring alignment between your business needs and the IT services provided?		X			
4	In relation to the SLA(s) you hold on behalf of the CCG and the GP Practices how effective do you think the SLA is in developing a positive relationship between you and your IT service provider?		X			

For these questions please choose one of the options if they are listed or enter your free text answer in column G

5	Do you chose your SLA services from a catalogue (often referred to as the Service Catalogue)?	Options: Yes/No	Answer ->	YES
6	Do you have someone who has responsibility as your Service Level Manager for IT SLAs?	Options: Yes/No	Answer ->	YES
7	Can you confirm what AFC pay band this individual is?	AfC band number	Answer ->	Band 8a
8	Did you play a part in developing your own SLA or did your IT Service Provider give you a standard one?	Developed/Standard	Answer ->	tomised with input from IT dept
9	What is the most important factor of your SLA? Financial mgt, business alignment, IT Performance Management, Other?	Financial, Business, Performance, Other	Answer ->	performance management
10	Do you have regular review meetings? If yes, how often?	Options: Yes/No	Answer ->	YES If yes, how often? Monthly
11	Do you have incentives (e.g. addition capital investment or increased payment for over performance) in your SLA?	Options: Yes/No	Answer ->	NO
12	Do you have penalties in your SLA?	Options: Yes/No	Answer ->	NO
13	Do you use service credits?	Options: Yes/No	Answer ->	NO
14	Do you have key performance indicators based on service availability or system component failures? (e.g. network)	Options: Availability/Failures	Answer ->	YES
15	Does the SLA detail costs by service or an overall cost?	Options: Service/Overall	Answer ->	SERVICE
16	Does the SLA set out clearly the roles and responsibilities of the customer/user and the provider?	Options: Yes/No	Answer ->	YES
17	How is the SLA communicated to the users of the service?		Answer ->	e-mailed to some users, copy available if others request to view
18	How do you get feedback from the users of the services?		Answer ->	No formal feedback mechanism in place