Our Ref: 63465

19 November 2019

southseftonccg.foi@nhs.net

Re: Freedom of Information Request

Please find below the response to your recent Freedom of Information request regarding IT Service Management and Desktops ITAM trends within NHS South Sefton CCG.

Request/Response:

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

   Sostenuto

2. Who is your current vendor?

   Sunise

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

   Support contract ends August 2020

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

   £3,300 per annum

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

   No plans at the present time

6. What software product(s) are you using to manage your desktops ITAM e.g SCCM, Manage engine etc.)?

   Certero

7. Who is your current vendor?

   Certero

Chair: Dr Craig Gillespie
Chief Officer: Fiona Taylor

8. When does the contract with your current desktop provider end?

    31 December 2019

9. How much does your current ITAM desktop tool cost annually?

    £750.42

10. When will you be looking to review your current desktop tool?

    Reviewed at renewal

11. Who is your primary IT company contact?

    Alan Richmond – Informatics Merseyside