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Hollyhurst Road  
Darlington  
DL3 6HX  
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Foundation Trust Office: 01325 74 3625  
Corporate Records Office: 01325 74 3700

Request for Information Reference: 10.19.54

Direct line: 01325 743700  
Email: cdda-tr.cddftfoi@nhs.net

Email only

13 November 2019

### **Freedom of Information Act 2000 – Request for Information**

Thank you for your request for information received on 30 October 2019 in relation to the County Durham and Darlington NHS Foundation Trust (Trust). We are dealing with your request under the provisions of the Freedom of Information Act 2000.

You requested information regarding the IT Service Management. Specifically you requested information as follows:

***I am currently doing some research into IT Service Management and Desktops ITAM trends in the UK public sector. Could you kindly provide me with the below information about your organisation:***

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

Answer: Ivanti

- 2. Who is your current vendor?***

Answer: Ivanti

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

Answer 2020

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

Answer: £8725 ex VAT

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

Answer: 2020

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

Answer: SCCM

**7. Who is your current vendor?**

Answer: Microsoft

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

Answer: November 2022

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

Answer: Part of existing enterprise agreement, unable to disaggregate cost.

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

Answer: 2022

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

Answer: Craig Robinson, Head of ICT

In line with the Information Commissioner's directive on the disclosure of information under the Freedom of Information Act 2000 your request will form part of our disclosure log. Therefore, a version of our response which will protect your anonymity will be posted on the County Durham and Darlington NHS Foundation Trust website.

If you have any queries or wish to discuss the information supplied, please do not hesitate to contact me on the above telephone number or at the above address.

If you are unhappy with the way your request for information has been handled, you can request a review by writing to:

The Chief Executive  
County Durham & Darlington NHS Foundation Trust  
Darlington Memorial Hospital  
Hollyhurst Road



County Durham  
and Darlington  
NHS Foundation Trust

Darlington  
DL3 6HX

If, you remain dissatisfied with the handling of your request or complaint, you have a right to appeal to the Information Commissioner at:

The Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF

Telephone: 0303 123 1113  
Website: [www.ico.gov.uk](http://www.ico.gov.uk).

There is no charge for making an appeal.

Yours sincerely

**Joanna Tyrrell**  
**Freedom of Information Officer**