

Freedom of Information Request

Ref: 21-338

21 June 2021

By Email

Dear Sir/Madam

Thank you for your request for information under the Freedom of Information Act 2000. The Trust's response is as follows:

- We can confirm that we hold some the information you are requesting

Please can you provide answers to the following questions, as well as the outlined additional details for each:

What is your current IT Service Management System?

ManageEngine

What is your current Software Asset Management System?

ManageEngine

What is your current Hardware Asset Management System?

ManageEngine

For each of the above, please can you also detail:

- **When does the current contract end?**
- **What is the annual value of the current contract? If this is unavailable, please provide the total lifetime value of the contract, as well as the number of years the current contract runs for.**

We do not have a contract so not applicable

- **Who is the supplier that currently maintains the system?**

ManageEngine

This concludes our response. We trust that you find this helpful, but please do not hesitate to contact us directly if we can be of any further assistance.

If, after that, you are dissatisfied with the handling of your request, you have the right to ask for an internal review. Internal review requests should be submitted within two months of the date of receipt of the response to your original letter and should be addressed to:

Director of Corporate Governance
University Hospitals Bristol and Weston NHS Foundation Trust
Trust Headquarters
Marlborough Street
Bristol
BS1 3NU

Please remember to quote the reference number above in any future communications.

If you are not content with the outcome of the internal review, you have the right to apply directly to the Information Commissioner for a decision. The Information Commissioner can be contacted at: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF

Publication

Please note that this letter and the information included/attached will be published on our website as part of the Trust's Freedom of Information Publication Log. This is because information disclosed in accordance with the Freedom of Information Act is disclosed to the public, not just to the individual making the request. We will remove any personal information (such as your name, email and so on) from any information we make public to protect your personal information.

To view the Freedom of Information Act in full please click [here](#).

Yours sincerely

Freedom of Information Team
University Hospitals Bristol and Weston NHS Foundation Trust