

Freedom of Information Request

Ref: 22-527

27 September 2022

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 do hold the information you are requesting

Please could you provide the following information:

• **Number of Employees**

14,905

• **Number of IT Staff**

362

• **The name of your current IT Service Management Software and the company that supplies it**

ManageEngine ServiceDesk

• **Whether this is a Cloud / SaaS or On-Premise Solution**

On Premise

• **The number of licences and whether these are Named or Concurrent**

241, Named

• **The length of your current contract for this Software / Service**

We do not have a contract

• **The contract expiry date, and whether you intend to change it**

We do not have a contract

• **The Contract Review Date: (approximate date of when the organisation is planning to review this contract.):**

We do not have a contract

- **The Annual cost of the contract**

£19k

- **The Total cost of the contract**

We do not have a contract

- **The person responsible for this Software / Service and their contact details (name + email + direct phone number if possible)**

Digital Services Manager, digitalservicesadmin@uhbw.nhs.uk

- **The lead person to contact about any future projects to review or replace this Software / Service, and their contact details (name + email + direct phone number if possible)**

Digital Services Manager, digitalservicesadmin@uhbw.nhs.uk

If this solution is currently on Premise, please could you also provide the following information:

- **Do you have a cloud migration strategy?**

No.

- **If so, is there specific budget allocated to this?**

Not applicable.

- **Would you be looking to move to a cloud service at the end of the current contract ?**

No.

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:

Data Protection Officer
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