

**Freedom of Information Request**

**Ref: 24-050**

29 January 2024

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

**Which Helpdesk tool does the IT department use for managing tickets?**

ServiceDesk+

**When was the tool purchased?**

2012

**When is the existing contract due to end?**

2026

**When does the trust intend to review the solution with a view to potential replacement?**

2026

**Can you please let me know who is responsible for this solution?**

Head of Support Services

**Which software does the IT department use for performance monitoring of servers and infrastructure?**

OpManager by ManageEngine

**When was the tool purchased?**

2018

**When is the existing contract due to end?**

There is no contract. We purchase yearly support for the product.

**When does the trust intend to review the solution with a view to potential replacement?**

This is not planned although that may change as we work more closely with another Trust

**Can you please let me know who is responsible for this solution?**

Systems Infrastructure Manager

**Which endpoint management tool does the IT department use for managing computers/laptops/mobile devices/servers etc?**

Endpoint Central

**When was the tool purchased?**

2014

**When is the existing contract due to end?**

2025

**When does the trust intend to review the solution with a view to potential replacement?**

2025

**Can you please let me know who is responsible for this solution?**

Head of Support Services

**Does the Trust have any solution in place to help with the management of power usage within the PC estate?**

No

**Which tool is in use?**

Not applicable.

**When was the tool purchased?**

No applicable.

**When is the existing contract due to end?**

Not applicable.

**When does the trust intend to review the solution with a view to potential replacement?**

Not applicable.

**Can you please let me know who is responsible for this solution?**

Not applicable.

**Lastly, as this is a matter of public record and is attainable in your spend reports, can you please confirm roughly how much each of the above solutions cost?**

Servicedesk+: £30,000 per annum

Endpoint Central: £57,000 per annum

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**