

Freedom of Information Request

Ref: 25-038

24 January 2025

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

I am writing to request information under the Freedom of Information Act regarding the running costs of your IT service management system (ITSM) at your organisation.

Specifically, I am requesting information on the following:

- 1. Running costs: Please provide the past 3 years costs (for clarity, these refer to your financial year whatever that may be).**

	Item	2024	2023	2022
1.1	Implementation	NA	NA	NA
1.2	Subscription / Licencing	NA	NA	NA
1.3	Support	Approximately £100,000	Approximately £100,000	Approximately £100,000
1.4	Professional Services (project work etc)	NA	NA	NA
1.5	Managed Services (where applicable)	NA	NA	NA
1.6	Approximate Staff costs ass'c with running the platform	Approximately £15,000	Approximately £15,000	Approximately £15,000
	And/Or			

1.7	Number of FTE associated to platform operations (if unable to provide answer to 6)			
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2. Implementation: if your system was implemented in the last 3 years, please provide the start and finish date or duration of this implementation project

Not applicable

3. Service Management System Vendor: Which vendor provided the service management system software (e.g., ServiceNow, Jira Service Management, Halo, Freshservice, Ivanti, Xurrent/4me, ManageEngine etc.)?

ServiceDesk+

4. Scope: Please provide the business scope of your system, does it include business functions outside of IT (e.g., HR Case Management, Facilities, Finance etc.)?

IT

5. Users: How many agent (fulfillers/users) licences do you have?

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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