

Ref: FOI/GS/ID 5822

Please reply to:
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Trust Management
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Freedom of Information Act 2000

I am writing in response to your request for information made under the Freedom of Information Act 2000 in relation to IT service management and desktop ITAM.

You asked:

1. *What software product(s) are you using to manage your IT Service Management (e.g. ServiceNow, Cherwell, Hornbill etc.)?*
2. *Who is your current vendor?*
3. *When does the contract with your current service desk provider end?*
4. *How much does your current ITSM service desk tool cost annually?*
5. *When will you be looking to review your current service desk tool?*
6. *What software product(s) are you using to manage your desktops ITAM e.g SCCM, Manage engine etc.)?*
7. *Who is your current vendor?*
8. *When does the contract with your current desktop provider end?*
9. *How much does your current ITAM desktop tool cost annually?*
10. *When will you be looking to review your current desktop tool?*
11. *Who is your primary IT company contact?*

Trust response:

1. FreshService
2. FreshWorks
3. 2021
4. £25,014 per year
5. 2020
6. Microfocus Zen
7. Microfocus
8. Rolling
9. £30, 153
10. Not applicable - SCCM has been chosen.

11. This falls under the remit of the Director of Health Informatics Michael Beckett