

Ref: FOI/GS/ID 7688

Please reply to:
FOI Administrator
Trust Management
Maidstone Hospital
Hermitage Lane
Maidstone, Kent
ME16 9QQ
Email: mtw-tr.foiadmin@nhs.net
www.mtw.nhs.uk

14 October 2022

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 Software.

You asked:

- 1. Number of Employees*
- 2. Number of IT Staff*
- 3. The name of your current IT Service Management Software and the company that supplies it*
- 4. Whether this is a Cloud / SaaS or On-Premise Solution*
- 5. The number of licences and whether these are Named or Concurrent*
- 6. The length of your current contract for this Software / Service*
- 7. The contract expiry date, and whether you intend to change it*
- 8. The Contract Review Date: (approximate date of when the organisation is planning to review this contract.):*
- 9. The Annual cost of the contract*
- 10. The Total cost of the contract*
- 11. The person responsible for this Software / Service and their contact details (name + email + direct phone number if possible)*
- 12. 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)*
- 13. If this solution is currently on Premise, please could you also provide the following information:*
- 14. Do you have a cloud migration strategy?*
- 15. If so, is there specific budget allocated to this?*
- 16. Would you be looking to move to a cloud service at the end of the current contract?*

Trust response:

1. Under Section 21 of the Act we are not required to provide information in response to a request if the information is already reasonably accessible to you. The information you requested is available from the trust website using the following link/s: <https://www.mtw.nhs.uk/wp-content/uploads/2022/09/Annual-Report-2021-22.pdf> page 68. Alternatively, from our website home page, click the About Us Tab, then the Publications tab and then the Annual Report and Accounts dropdown where you will find all the information.

This information is updated on a regular basis and is exempt under Section 22 of the Act.

2. Under Section 21 of the Act we are not required to provide information in response to a request if the information is already reasonably accessible to you. The information you requested is available from the trust website using the following link/s: www.mtw.nhs.uk/wp-content/uploads/2022/05/MTW_IT_-_Organisational-structure-FOI_v0.1.pdf Alternatively, from our website home page, click the Freedom of Information Tab, and information can be found at the bottom of the page.

This information will be updated on a regular basis and further more detailed information will not be released under Section 40 of the Act.

3. Freshservice by FreshWorks

4. SaaS

5. 110 Agent licenses

6. 1 year

7. Nov-23

8. Apr-23

9. The Trust is applying Section 43(2) FOIA which provides an exemption from disclosure of information which would or would be likely to, prejudice the commercial interests of any person (including the public authority holding it). This is a qualified exemption, and is therefore subject to the public interest test.

The Trust believes that the information requested contains details which would be likely to damage the company's ability to win new business opportunities for their services and to perform them within a commercially competitive market.

The Trust has concluded that the public interest in maintaining the exemption, and therefore protecting the commercial interests of the suppliers and preserving its ability to compete fairly in a commercial market, outweighs the public interest in disclosure in this case.

Supplier Transactions

All NHS bodies are required to publish details of individual invoices and transactions that are over £25,000. This is in response to guidance from HM Treasury which sets out the scope of the data. Details can be found on our website using the following link: www.mtw.nhs.uk/about-us/our-quality-story/finance/

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11. Simon Hodge - simon.hodge1@nhs.net
12. Simon Hodge - simon.hodge1@nhs.net
13. Not applicable
14. Not applicable
15. Not applicable
16. Not applicable