

Ref: FOI/GS/ID 8740

Please reply to:
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Trust Management
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30 January 2024

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 ITOM, ITSM and Security software questions.

You asked: All questions are shown as received by the Trust.

- 1. Which Helpdesk tool does the IT department use for managing tickets?*
- 2. When was the tool purchased?*
- 3. When is the existing contract due to end?*
- 4. When does the trust intend to review the solution with a view to potential replacement?*
- 5. Can you please let me know who is responsible for this solution?*
- 6. Which software does the IT department use for performance monitoring of servers and infrastructure?*
- 7. When was the tool purchased?*
- 8. When is the existing contract due to end?*
- 9. When does the trust intend to review the solution with a view to potential replacement?*
- 10. Can you please let me know who is responsible for this solution?*
- 11. Which endpoint management tool does the IT department use for managing computers/laptops/mobile devices/servers etc?*
- 12. When was the tool purchased?*
- 13. When is the existing contract due to end?*
- 14. When does the trust intend to review the solution with a view to potential replacement?*
- 15. Can you please let me know who is responsible for this solution?*
- 16. Does the Trust have any solution in place to help with the management of power usage within the PC estate?*
- 17. Which tool is in use?*
- 18. When was the tool purchased?*
- 19. When is the existing contract due to end?*

20. *When does the trust intend to review the solution with a view to potential replacement?*
21. *Can you please let me know who is responsible for this solution?*
22. *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?*

Trust response:

1. Fresh service/Fresh desk
2. 30th November 2020
3. 30th November 2024
4. 2024
5. IT Director – Sue Forsey
6. Solarwinds
7. April 2016
8. December 2024
9. Annually reviewed /Rolling contract
10. IT Director - Sue Forsey
11. Endpoint configuration manager (SCCM)
12. 2018
13. Annually renewed until further notice
14. Annually renewed until further notice
15. Maidstone and Tunbridge Wells NHS Trust Devices Architect
16. Yes
17. SSCM
18. April 2018
19. December 2024
20. Annually renewed until further notice
21. Maidstone and Tunbridge Wells NHS Trust Devices Architect
22. £5K