FOI 048_2024 Response

ITSM refers to IT Service Management, the IT Service Desk software being used by the Trust.
I would like to know the time period specific to the Original Purchase Date to the current date.

Please note the Service Manager software is part of a suite of software products "Microsoft System Centre". It is therefore not possible to give the cost of an individual element and the costs below is in relation to the entire suite.

1. **Number of employees (not ICT)**

    5339

2. **Number of IT staff:**

    65

3. **Current ITSM solution: Microsoft service manager:**

     Microsoft Service manager

4. **Cloud or on-premise:**

    On Premise

5. **If on-premise, do you have a cloud migration strategy?**

     No

6. **If yes, please share more details, including budget allocation.**

    N/A

7. **Number of licenses**

    4316

8. **Length of contract**

    3 years

9. **Contract expiry date**

    31/03/2025

10. **Contract review date**

    01/11/2024

11. **Annual cost of contract**

     £17,091

12. **Total cost of contract**

    £51,273

13. **Person responsible for the software and their contact details**

The Trust do not routinely release staff members information for those below a band 8c role.

We therefore rely on exemption Section 40 of the Freedom of Information Act 2000 to deny this aspect of your request.

14. **Person responsible for any future projects on reviewing or replacing the software and their contact details**

The Trust do not routinely release staff members information for those below a band 8c role.

We therefore rely on exemption Section 40 of the Freedom of Information Act 2000 to deny this aspect of your request.