

Reference: FOI.ICB-2324/409

Subject: ITOM, ITSM and Security Software

I can confirm that the ICB does hold some of the information requested; please see responses below:

QUESTION	RESPONSE
<ol style="list-style-type: none"> 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? 	<p>The ICB receives IT services from South Central and West Commissioning Support Unit (SCW). Please contact SCW regarding their provision of this element.</p> <p>england.contactus@nhs.net</p>
<ol style="list-style-type: none"> 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? 	<p>As above</p>
<ol style="list-style-type: none"> 11. Which endpoint management tool does the IT department use for managing computers/laptops/mobile devices/servers etc? 12. When was the tool purchased? 	<p>As above</p>

<p>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?</p>	
<p>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?</p>	<p>We don't have anything for our PC estate, however all key hardware does have UPS (Uninterruptible Power Supplies) with monitoring software. This is supplied and monitored by above supplier.</p>
<p>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?</p>	<p>The ICB does not hold this information. The ICB receives these services from SCW CSU as part of a package of services.</p>

The information provided in this response is accurate as of 6 February 2024 and has been approved for release by Rob Hayday, Chief of Staff for NHS Bristol, North Somerset and South Gloucestershire ICB.