

FOI_0870_2022-23 – FOI Request Concerning – IT Service Management Software

1. Number of Employees

Circa 5000 - 6000

2. Number of IT Staff

50 - 60

3. The name of your current IT Service Management Software and the company that supplies it

CGI – remedy

4. Whether this is a Cloud / SaaS or On-Premise Solution

SaaS

5. The number of licences and whether these are Named or Concurrent

Unknown - managed by supplier

6. The length of your current contract for this Software / Service

9 years

7. The contract expiry date, and whether you intend to change it

27th December 2022 – A new procurement has already been won and new suppliers assigned to take over on the 28th

8. The Contract Review Date: (approximate date of when the organisation is planning to review this contract.):

Already been reviewed and new suppliers awarded new contracts

9. The Annual cost of the contract

4.5M per annum

10. The Total cost of the contract

Part of ongoing third party contact

11. The person responsible for this Software / Service and their contact details (name + email + direct phone number if possible)

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CGI – managed service

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)

Dawn.day@solent.nhs.uk

If this solution is currently on Premise, please could you also provide the following information:

13. Do you have a cloud migration strategy?

N/A

14. If so, is there specific budget allocated to this?

N/A

15. Would you be looking to move to a cloud service at the end of the current contract?

N/A