

FOI_1494_2023-24 – FOI Request concerning ITOM, ITSM and Security Software Questions

Please be advised that Solent NHS Trust has an outsourced ICT contract and all of the below is within the ICT contractors remit and control and therefore Solent NHS Trust are unable to provide the information requested below.

- 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?**