

FOI 0136/2022 Request

Please could you provide the following information:

- **Number of Employees in BSMHFT**

4192 Substantive Staff (excluding temporary staff, student nurses etc)

- **Number of IT Staff in the BSMHFT IT Department**

65 (including apprenticeship staff members)

- **The name of your current IT Service Management Software and the company that supplies it**

Service Manager, Microsoft

- **Whether the IT Service Management Software is a Cloud / SaaS or On-Premise Solution**

On Premises

- **The number of licences you have for the IT Service Management Software and whether these are Named or Concurrent**

The number of licences is part of the overall Microsoft licence package under NHS central office 365 licencing and currently we have circa 6000 licenses.

- **The length of your current contract for your IT Service Management Software**

3 years (from April 2022)

- **The contract expiry date for the IT Service Management Software, and whether you intend to change it**

31/03/2025

- **The Contract Review Date: (approximate date of when the organisation is planning to review the contract for the IT Service Management Software)**

2025

- **The Annual cost of the contract for the IT Service Management Software**

Annual cost is £2386.50.

Please note that the annual cost for the IT Service Management software is included in the overall licences procured as part of the System Centre Data Centre licences.

- **The Total cost of the contract for the IT Service Management Software**

The Trust is unable to provide a response to this query.

This is because providing the requested data along with the number of licences and annual cost may seriously prejudice the interests of the incumbent supplier and any third parties that may wish to bid to supply this service in the future.

The Trust therefore rely on exemption Section 43 of the Freedom of Information Act 2000, to deny this aspect of your request.

- **The lead person to contact about any future projects to review or replace the IT Service Management Software, and their contact details (name + email + direct phone number if possible)**

The Trust is unable to provide a response to this query.

This is because we do not routinely release staff members information for those below a band 8c role.

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

- **Do you have a cloud migration strategy?**

No

- **If so, is there specific budget allocated to this?**

N/A

- **Would you be looking to move your IT Service Management Software to a cloud service at the end of the current contract ?**

No