

FOI 0354/2023 Response

1. Which Helpdesk tool does the IT department use for managing tickets?

Service Manager

2. When was the tool purchased?

N/A Service Manager is included in our Microsoft Enterprise agreement.

3. How much did the solution cost?

N/A – please refer to the response provided for question 2.

4. When is the existing contract due to end?

N/A – please refer to the response provided for question 2.

5. When does the trust intend to review the solution with a view to potential replacement?

Currently there is no scheduled review.

6. Can you please let me know who is responsible for this solution?

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

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

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

7. Which software does the IT department use for monitoring servers and infrastructure?

IMC

8. When was the tool purchased?

N/A – IMC is not a paid solution and is included as part of our network solution.

9. How much did the solution cost?

N/A – please refer to the response provided for question 8.

10. When is the existing contract due to end?

N/A – please refer to the response provided for question 8.

11. When does the trust intend to review the solution with a view to potential replacement?

Currently there are no plans to review the solution.

12. Can you please let me know who is responsible for this solution?

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

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

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

13. Which endpoint management tool does the IT department use for managing computers/laptops/mobile devices/servers etc?

System Centre Configuration Manager

14. When was the tool purchased?

N/A - System Center Configuration Manager is included in our Microsoft Enterprise agreement.

15. How much did the solution cost?

N/A – please refer to the response provided for question 14.

16. When is the existing contract due to end?

N/A – please refer to the response provided for question 14.

17. When does the trust intend to review the solution with a view to potential replacement?

Currently there are no plans to review the solution.

18. Can you please let me know who is responsible for this solution?

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

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

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

19. Does the Trust have any solution in place to help with the management of power usage within the PC estate?

Yes

20. Which tool is in use?

System Center Configuration

21. When was the tool purchased?

N/A - System Center Configuration Manager is included in our Microsoft Enterprise agreement.

22. How much did the solution cost?

N/A – please refer to the response provided for question 22.

23. When is the existing contract due to end?

N/A – please refer to the response provided for question 22.

24. When does the trust intend to review the solution with a view to potential replacement?

Currently there are no plans to review the solution.

25. Can you please let me know who is responsible for this solution?

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

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

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