



Ref: FOIA Reference 2019/20-456

**Royal Stoke University Hospital**  
**Quality, Safety and Compliance Department**  
Newcastle Road  
Stoke-on-Trent  
Staffordshire  
ST4 6QG

Date: 21<sup>st</sup> November 2019

Email [foi@uhn.nhs.uk](mailto:foi@uhn.nhs.uk)

Dear

I am writing in response to your email dated 4<sup>th</sup> November 2019 requesting information under the Freedom of Information Act (2000) regarding IT Service Management.

On 5<sup>th</sup> November 2019 we contacted you via email as we required a timeframe in order to collate the information.

On 7<sup>th</sup> November 2019 you replied via email with the following:  
*"For your most recent year how much does the tool cost for a 12 month period."*

As of 1<sup>st</sup> November 2014 University Hospitals of North Midlands NHS Trust (UHNM) manages two hospital sites – Royal Stoke University Hospital, and County Hospital (Stafford). Therefore the response below is for the two sites combined from that date where appropriate.

**Q1 I am currently doing some research into IT Service Management and Desktops ITAM trends in the UK public sector. Could you kindly provide me with the below information about your organisation:**

**What software product(s) are you using to manage your IT Service Management (e.g. ServiceNow, Cherwell, Hornbill etc.)?**

A1 Sostenuto supplied via Sunrise Solutions

**Q2 Who is your current vendor?**

A2 Sunrise

**Q3 When does the contract with your current service desk provider end?**

A3 Not applicable – in-house

**Q4 How much does your current ITSM service desk tool cost annually?**

A4 £13,056

**Q5 When will you be looking to review your current service desk tool?**

A5 No

**Q6 What software product(s) are you using to manage your desktops ITAM e.g. SCCM, Manage engine etc.)?**

A6 SCCM, Managengine, Cetero,

**Q7 Who is your current vendor?**

A7 Microsoft, Managengine, Cetero

**Q8 When does the contract with your current desktop provider end?**

A8 Not applicable as we don't have a specific supplier

**Q9 How much does your current ITAM desktop tool cost annually?**

A9 Please refer to A4

**Q10 When will you be looking to review your current desktop tool?**

A10 2024

**Q11 Who is your primary IT company contact?**

A11 We are unable to specify as UHNM has multiple suppliers and an in house IT service

\*Please note that any individuals identified do not give consent for their personal data to be processed for the purposes of direct marketing.

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An anonymised copy of this request can be found on the Trust's disclosure log, please note that all requests can be found at the following link: <http://www.uhnm.nhs.uk/aboutus/Statutory-Policies-and-Procedures/Pages/Freedom-of-Information-Disclosure-Log.aspx>

This letter confirms the completion of this request. A log of this request and a copy of this letter will be held by the Trust.

If you have any queries related to the response provided please in the first instance contact my office.

Should you have a complaint about the response or the handling of your request, please also contact my office to request a review of this. If having exhausted the Trust's FOIA complaints process you are still not satisfied, you are entitled to approach the Information Commissioner's Office (ICO) and request an assessment of the manner in which the Trust has managed your request.

The Information Commissioner may be contacted at:

Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF or via [www.ico.org.uk](http://www.ico.org.uk).

If following review of the responses I can be of any further assistance please contact my secretary on 01782 676474.

Yours,



Jean Lehnert  
**Information Governance Manager**