

Our reference: /FOI D9435

5th December 2019

Joebloggs@email

Joe Bloggs

Dear Joe,

Information Governance
Department
Freedom of Information Team
Bury New Road
Prestwich
Manchester
M25 3BL

Tel: 0161 358 1760
Email: foi@gmmh.nhs.uk

Web: www.gmmh.nhs.uk

WE ARE SOCIAL



RE: FREEDOM OF INFORMATION ACT 2000 – INFORMATION REQUEST - REF: D9435

Please find our Trust's response in relation to your request for information under the Freedom of Information Act.

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

Who is your current vendor?

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

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

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

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

Who is your current vendor?

When does the contract with your current desktop provider end?

How much does your current ITAM desktop tool cost annually?

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

Who is your primary IT company contact?

This information is subject to an exemption in accordance with **Section 21 of the Freedom of Information Act – Information Accessible by Other Means**. The information you have requested is already available on our FOI Disclosure Log at <https://www.gmmh.nhs.uk/disclosure-log/foi-disclosure-log-october-2019-3161>. The relevant response is 'D9390 – IT Service Management' released on 18.10.19.

I hope the information provided above is to your satisfaction. If you are unhappy with the way, the Trust has handled your request you may request an internal review.

The Trust is committed to safeguarding children, young people and vulnerable adults and requires all staff and volunteers to share this commitment.

Greater Manchester Mental Health NHS Foundation Trust, The Curve, Bury New Road, Prestwich, Manchester M25 3BL Tel: 0161 773 9121.



If you require an internal review please write to Sarah McDonald, Head of IM&T Service Delivery, at the address above, who will arrange a review of your case.

If you are not happy with the outcome of the internal review you have the right to apply directly to the Information Commissioner: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF.

Yours sincerely

The FOI Team
Freedom of Information Department
Greater Manchester MH NHS Foundation Trust

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For any named personnel provided in this Freedom of Information response, they do not wish to receive direct marketing, to do so would contravene GDPR and the Data Protection Act 2018.

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