



Liverpool

Clinical Commissioning Group

Corporate Services

Level 4

The Department

Lewis's Building

2 Renshaw Street

Liverpool

L1 2SA

Ref: 63485

Email: foi@liverpoolccg.nhs.uk

20 November 2019

Dear

Re: Freedom of Information Request

Thank you for your Freedom of Information request received on 4 November 2019, with regards to IT Service Management and Desktop ITAM trends in the public sector.

Request/Response

1. What software product(s) are you using to manage your IT Service Management (e.g. Service Now, Cherwell, Hornbill etc.)? **Sostenuto.**
2. Who is your current vendor? **Sunrise.**
3. When does the contract with your current service desk provider end?
The end of August 2020.
4. How much does your current ITSM service desk tool cost annually?
£30k plus VAT.
5. When will you be looking to review your current service desk tool?
There are no plans to review.
6. What software product(s) are you using to manage your desktops ITAM e.g SCCM, Manage engine etc.)? **Certero.**
7. Who is your current vendor? **Certero.**
8. When does the contract with your current desktop provider end? **31 December 2019.**

9. How much does your current ITAM desktop tool cost annually? **£4,603**

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

It will be reviewed at renewal.

11. Who is your primary IT company contact?

Andrew Brown, NHS Informatics Merseyside.

As our IT Services are commissioned from Informatics Merseyside (IMersey) who is hosted by Mersey Care NHS Foundation Trust we have sourced our responses. Should you have any further questions then please contact Mersey Care directly on freedomofinformation@merseycare.nhs.uk

We wish to take this opportunity to inform you that a formal complaints and internal review procedure is available to applicants who are unhappy with responses provided to FOI requests. You can formally request an internal review within a reasonable period of time (2 calendar months) from the date this response was issued.

Where you are not satisfied with the decision of the internal review you may apply directly to the Information Commissioners Office (ICO) for a further review of that decision. Generally, the ICO cannot make a decision unless you have exhausted our complaints procedure in the first instance.

The ICO can be contacted at:

Information Commissioners Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF
www.ico.gov.uk

Should you require any further information, clarification regarding this response or do not feel that your request has been answered as you would expect, please contact us to discuss.

Yours sincerely

**Corporate Services Team
NHS Liverpool CCG**