



**The Clatterbridge
Cancer Centre**
NHS Foundation Trust

Clatterbridge Road
Bebington
Wirral
CH63 4JY

Tel: 0151 556 5000
Web: www.clatterbridgecc.nhs.uk

Date: 25 November 2019

Re: Freedom of Information Request
Ref: 305 - 2019

Thank you for your email dated the 4th November 2019, requesting information in regards to IT Service Management and Desktops ITAM.

The information that you require is as follows:

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.)?

The Clatterbridge Cancer Centre currently uses SupportDesk to manage our IT Service Management.

Who is your current vendor?

Our current vendor is House on the Hill (HotH)

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

14/12/2019

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

£6,360

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

We have no plans to review this at present

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

The Clatterbridge Cancer Centre currently uses SCCM to manage our desktops ITAM

Who is your current vendor?

Our current vendor is Trustmarque

When does the contract with your current desktop provider end?

June 2021

How much does your current ITAM desktop tool cost annually?

There is currently no charge for this

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

End of 2020

Who is your primary IT company contact?

James Crowther - Head of IT Operations

Should you require any further information please do not hesitate to contact me on the email address provided below.

Please remember to quote the reference number above in any future communications.

If you are dissatisfied with the handling of your request, you have the right to ask for this to be investigated internally.

If you are dissatisfied with the information you have received, you have the right to ask for an internal review.

Both processes will be handled in accordance with our Trust's Freedom of Information Policy and the Freedom of Information Act 2000.

Internal investigation and internal review requests should be submitted within two months of the date of receipt of the response to your original letter and should be addressed to: Freedom of Information Review, The Clatterbridge Cancer Centre NHS Foundation Trust, Clatterbridge Road, Bebington, Wirral, CH63 4JY

If you are not satisfied with the outcome of the internal investigation/review, you have the right to apply directly to the Information Commissioner for a decision. The Information Commissioner can be contacted at: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF.

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