

**Request for information under the Freedom of Information Act – 2022.162
Released – 3 October 2022**

Thank you for your email received 14 September 2022 requesting information regarding software.

Please find detailed below a summary of your request, together with our response.

***Summary of your original request:
Please could you provide the following information:***

Number of Employees

5500

Number of IT Staff

IT Department: 148.94 wte (whole time equivalent) staff in total, split as follows: IT teams – 47.08 wte, clinical application teams – 89.26 wte; project team – 12.60 wte

The name of your current IT Service Management Software and the company that supplies it

Topdesk, Bytes Software Services

Whether this is a Cloud / SaaS or On-Premise Solution

On-Premise Solution

The number of licences and whether these are Named or Concurrent

7500

The length of your current contract for this Software / Service

3 years

The contract expiry date, and whether you intend to change it

30.11.24: when contract expires we intend to follow procurement rules

Chair John Goulston Chief Executive Mairead McCormick

Trust HQ The Oast, Unit D, Hermitage Court, Hermitage Lane, Barming, near Maidstone, Kent ME16 9NT

The Contract Review Date: (approximate date of when the organisation is planning to review this contract.):

Review underway

The Annual cost of the contract

£28,266 (excluding VAT)

The Total cost of the contract

£84,798 (excluding VAT)

The person responsible for this Software / Service and their contact details (name + email + direct phone number if possible)

The lead person to contact about any future projects to review or replace this Software / Service, and their contact details (name + email + direct phone number if possible)

It is Trust policy to not release names and contact details of staff below Executive Director Level as this constitutes personal information which is exempt under Section 40(2) in conjunction with Section 40(3A)(a) of the Freedom of Information Act 2000 which relates to 'Personal Information'.

An excerpt of the relevant Freedom of Information legislation can be found below:

Section 40 – Personal information

(2) Any information to which a request for information relates is also exempt information if—

- (a) it constitutes personal data which does not fall within subsection (1), and
- (b) either the first, second or third condition below is satisfied.

(3a) The first condition is that the disclosure of the information to a member of the public otherwise than under this Act

- (a) would contravene any of the data protection principles, or
- (b) would do so if the exemptions in section 24(1) of the Data Protection Act 2018 (manual unstructured data held by public authorities) were disregarded.

We can advise that the Director with overall responsibility for IT is Gordon Flack – Director of Finance and Deputy Chief Executive Officer, Gordon.Flack@nhs.net

If this solution is currently on Premise, please could you also provide the following information

Do you have a cloud migration strategy?

Under development

If so, is there specific budget allocated to this?

Being requested

Would you be looking to move to a cloud service at the end of the current contract ?

This would be open to consideration