

Information Governance

Wrightington Hospital
Hall Lane
Appley Bridge
Lancashire
WN6 9EP

Tel: 01257 488271
Email: FOI@wwl.nhs.uk
Web: www.wwl.nhs.uk

Ref: FOI2017/4049

Date Received: 5th July 2017
Response Due: 2nd August 2017

7th July 2017

Dear

INFORMATION REQUEST UNDER THE FREEDOM OF INFORMATION ACT 2000

We are now pleased to respond to your request for information under the FOI Act.

I am writing to you under the Freedom of Information Act 2000 to request the following information from your IT Department.

- 1. Which IT Service Management (ITSM) solutions are currently being used by your organisation in their IT operations and Service Desk functions?*
HP, Openview
- 2. How much did the organisation spend on this solution? (Please provide initial setup / deployment costs and ongoing costs)*
Approx, 40,000
- 3. Which company did your organisation procure the current solution from and by which method? (i.e. Direct Award / Tender etc.)*
FOX-IT - purchased in 2007.
- 4. When does the current ITSM solution contract expire?*
No contract.
- 5. Who in the organisation is responsible for deciding which ITSM tool is used? (Please provide name and job title)*
Alan Moss, Service Support Manager.

I trust that this information is helpful to you, however if you are not entirely satisfied with this response please do not hesitate to contact the Information Governance Department on 01257 488271. If we do not hear from you within 28 days we will assume that we have been able to accommodate your request under the Freedom of Information Act 2000.

Yours sincerely,

A handwritten signature in black ink, appearing to read 'Andrew Foster', written in a cursive style.

Andrew Foster
Chief Executive

PLEASE NOTE:

The information supplied to you continues to be protected by the Copyright, Designs and Patents Act 1988. You are free to use it for your own purposes, including any non-commercial research you are doing and for the purposes of news reporting. Any other reuse, for example commercial publication, would require the permission of the copyright holder. You must ensure you gain their permission before reproducing any third party information.

If you are unhappy with the service you have received in relation to your request and wish to make a complaint or request a review of our decision, you should write to: Information Governance Department, Wrightington, Wigan and Leigh NHS Foundation Trust, Wrightington Hospital, Hall Lane, Appley Bridge, Wigan, WN6 9EP

If you are not content with the outcome of your complaint, you may apply directly to the Information Commissioner for a decision. Generally the ICO cannot make a decision unless you have exhausted the complaints procedure at: The Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF