

## *Request under Freedom of Information Act 2000*

Thank you for your request for information which we received on 24 September 2019.

I am pleased to confirm the following.

- 1) Is your current IT Service Management function and associated software application based in house or Outsourced to a 3rd Party?

On premise

- 2) Please provide the full name and version of the ITSM software application in use?

Landesk 7.6

- 3) What is the lifetime value of the contract and over how many years?

No Contract

- 4) As part of the existing contract how many support operatives (agents) are licenced/subscribed to use the solution? (These are individuals who work on the desk in resolver groups, not customers using a Self-Service function).

Licensed for 30

- 5) When is the contract due for renewal?

No Contract on the system

- 6) How was the current solution procured – directly with the Vendor, through a Framework or via G Cloud?

Purchased outright 10 years ago

- 7) What are your published procurement thresholds for tendering purposes?

Our tender threshold is £50k and above

- 8) What is the Authority's strategy with regards to Cloud solutions as opposed to In House installations?

MKUH makes use of both onsite and cloud solutions

- 9) Has the organisation ever procured through the G Cloud Framework?

Yes

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If you need any further assistance, please do not hesitate to contact us at the address above.

Yours sincerely,

Freedom Of Information Co-ordinator  
For and on behalf of Milton Keynes Hospital NHS Foundation Trust

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