

Request under Freedom of Information Act 2000

Thank you for your request for information which we received on 11 November 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?**
Service Management in-house, software LanDesk
- 2) Please provide the full name and version of the ITSM software application in use?**
Avanti LanDesk
- 3) What is the lifetime value of the contract and over how many years?**
N/A
- 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).**
35
- 5) When is the contract due for renewal?**
N/A
- 6) How was the current solution procured – directly with the Vendor, through a Framework or via G Cloud?**
There is no current contract, procurement was likely via a framework
- 7) What are your published procurement thresholds for tendering purposes?**
£50k tender threshold
- 8) What is the Authority's strategy with regards to Cloud solutions as opposed to In House installations?**
Consider case by case
- 9) Has the organisation ever procured through the G Cloud Framework?**
Yes

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If you are unhappy with the information received in response to this request, please address your

complaint to the Patient Affairs Office at Milton Keynes Hospital NHS Foundation Trust, Standing Way, Eaglestone, Milton Keynes MK6 5LD If, after exhausting our internal process, you are still unhappy with the information received, you may write to the Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF.

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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