

Request under Freedom of Information Act 2000

Thank you for your request for information which we received on 14 November 2019.

I am pleased to confirm the following.

- 1. What software product(s) are you using to manage your IT Service Management (e.g. ServiceNow, Cherwell, Hornbill etc.)?**
LanDesk
- 2. Who is your current vendor?**
Avanti
- 3. When does the contract with your current service desk provider end?**
N/A
- 4. How much does your current ITSM service desk tool cost annually?**
N/A
- 5. When will you be looking to review your current service desk tool?**
Currently Reviewing
- 6. What software product(s) are you using to manage your desktops ITAM e.g SCCM, Manage engine etc.)?**
SCCM
- 7. Who is your current vendor?**
Microsoft
- 8. When does the contract with your current desktop provider end?**
2021
- 9. How much does your current ITAM desktop tool cost annually?**
N/A
- 10. When will you be looking to review your current desktop tool?**
No plans to review.
- 11. Who is your primary IT company contact?**
Withheld

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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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