

Freedom of Information Request

Reference Number: EPUT.FOI.19.1314
Date Received: 7 November 2019

Information Requested:

I am currently doing some research into IT Service Management and Desktops ITAM trends in the UK public sector. Could you kindly provide me with the below information about your organisation:

What software product(s) are you using to manage your IT Service Management (e.g. ServiceNow, Cherwell, Hornbill etc.)?

RichDesk

Who is your current vendor?

Richmond Systems

When does the contract with your current service desk provider end?

Its perpetual licensing

How much does your current ITSM service desk tool cost annually?

Approx £15000 maintenance cost

When will you be looking to review your current service desk tool?

No specific plans to review.

What software product(s) are you using to manage your desktops ITAM e.g SCCM, Manage engine etc.)?

SCCM

Who is your current vendor?

Trustmarque Solutions Limited

When does the contract with your current desktop provider end?

Assuming this question relates to Desktop Management Tool provider and not actual hardware, SCCM is part of our wider Microsoft EA agreement which gets "true'd up" every April.

How much does your current ITAM desktop tool cost annually?

EPUT subscribe to a Microsoft enterprise agreement of which SCCM is a component of. Therefore it cannot be identified as a specific cost.

When will you be looking to review your current desktop tool?

No specific plans to review.

Who is your primary IT company contact?

Assuming this is for the research purposes as outlined in this document, please contact Head of IT Business Operations

Publication Scheme:

As part of the Freedom of Information Act all public organisations are required to proactively publish certain classes of information on a Publication Scheme. A publication scheme is a guide to the information that is held by the organisation. EPUT's Publication Scheme is located on its Website at the following link <https://eput.nhs.uk>