

Freedom of Information Request

Reference Number: EPUT.FOI.23.3273
Date Received: 8th of December 2023

Information Requested:

Would you be kind enough to let me know the answers to the following questions?

1. Which Helpdesk tool does the IT department use for managing tickets?

Richdesk

2. When was the tool purchased?

Pre-2015

3. When is the existing contract due to end?

There is no end date to the contract

4. When does the trust intend to review the solution with a view to potential replacement?

In progress

5. Can you please let me know who is responsible for this solution?

Deputy Director of IT

6. Which software does the IT department use for performance monitoring of servers and infrastructure?

Solarwinds

7. When was the tool purchased?

2016

8. When is the existing contract due to end?

May 2024

9. When does the trust intend to review the solution with a view to potential replacement?

N/A – Happy with the current solution

10. Can you please let me know who is responsible for this solution?

The Deputy Director of IT would have the responsibility for this solution.

11. Which endpoint management tool does the IT department use for managing computers/laptops/mobile devices/servers etc?

SCCM

12. When was the tool purchased?

2016

13. When is the existing contract due to end?

April 2024

14. When does the trust intend to review the solution with a view to potential replacement?

N/A – Happy with the current solution

15. Can you please let me know who is responsible for this solution?

The Deputy Director of IT would have the responsibility for this solution.

16. Does the Trust have any solution in place to help with the management of power usage within the PC estate?

No

17. Which tool is in use?

N/A

18. When was the tool purchased?

N/A

19. When is the existing contract due to end?

N/A

20. When does the trust intend to review the solution with a view to potential replacement?

N/A

21. Can you please let me know who is responsible for this solution?

N/A

22. Lastly, as this is a matter of public record and is attainable in your spend reports, can you please confirm roughly how much each of the above solutions cost?

Richdesk – Circa 20k p/a

Solarwinds – Circa 11k p/a

Publication Scheme:

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