

Trust Headquarters
Russell's Hall Hospital
Dudley
West Midlands
DY1 2HQ

Ref: FOI-012024-000549

Date: 23rd January 2024

Address / Email:

Dear

Request Under Freedom of Information Act 2000

Thank you for requesting information under the Freedom of Information Act 2000.

1. Which Helpdesk tool does the IT department use for managing tickets? Marval (MSM)	
When was the tool purchased?	2017
When is the existing contract due to end?	13/03/2026 (Support contract)
When does the trust intend to review the solution with a view to potential replacement?	Q1 2025
Can you please let me know who is responsible for this solution?	Technical Services Delivery Manager IT Service Desk Manager

2. Which software does the IT department use for performance monitoring of servers and infrastructure? Solarwinds	
When was the tool purchased?	2017
When is the existing contract due to end?	19/04/2024 (Support contract)
When does the trust intend to review the solution with a view to potential replacement?	Q3 2024
Can you please let me know who is responsible for this solution?	Technical Services Delivery Manager

3. Which endpoint management tool does the IT department use for managing computers/laptops/mobile devices/servers etc? BCM	
When was the tool purchased?	2020
When is the existing contract due to end?	19/02/2028

When does the trust intend to review the solution with a view to potential replacement?	Q2 2027
Can you please let me know who is responsible for this solution?	Senior Endpoint Architect and Senior Endpoint Engineer

4. Does the Trust have any solution in place to help with the management of power usage within the PC estate?	
Which tool is in use?	Microsoft Group Policy objects - created at a domain level
When was the tool purchased?	Since domain inception
When is the existing contract due to end?	No end date
When does the trust intend to review the solution with a view to potential replacement?	No intended review at this stage
Can you please let me know who is responsible for this solution?	Senior Endpoint Architect and Senior Endpoint Engineer

5. 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?	Marval - £17.5 per annum BCM - £28.4k Solarwinds - £15.8k All costs include vat
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If you are dissatisfied with our response, you have the right to appeal in line with guidance from the Information Commissioner. In the first instance you may contact the Information Governance Manager of the Trust.

Information Governance Manager
 Trust Headquarters
 Russell's Hall Hospital
 Dudley
 West Midlands
 DY1 2HQ
 Email: dgft.dpo@nhs.net

Should you disagree with the contents of our response to your appeal, you have the right to appeal to the Information Commissioners Office at.

Information Commissioners Office
 Wycliffe House
 Water Lane
 Wilmslow
 Cheshire
 SK9 5AF
 Tel: 0303 123 1113
www.ico.org.uk

If you require further clarification, please do not hesitate to contact us.

Yours sincerely

**Freedom of Information Team
The Dudley Group NHS Foundation Trust**