Date: 18/10/2019

FREEDOM OF INFORMATION REQUEST 015035 – IT systems

Please could you answer the following questions

1) Is your current IT Service Management function and associated software application based in house or Outsourced to a 3rd Party?   -   In house

2) Please provide the full name and version of the ITSM software application in use?   -   The names of systems and suppliers have not been released, Exemption (43) has been applied given it is commercially sensitive in that providing this information may compromise information security.
It Is imperative that the Trust is cyber resilient, cyber-attacks against infrastructure have the potential to inflict significant, real-life disruption and prevent access to critical services that are vital to the functioning of Trust systems.

3) What is the lifetime value of the contract and over how many years?   -   5 year contract, £67k total contract cost

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)   -   53 licensed users

5) When is the contract due for renewal?   -   March 2021

6) How was the current solution procured   –   directly with the Vendor, through a Framework or via G Cloud? - Framework

7) What are your published procurement thresholds for tendering purposes?   -   Over £5K - three competitive quotations required. Over £25k - advertisement in Contracts Finder (where relevant). Over OJEU threshold s - advertisement in OJEU journal. These thresholds are where we are not using a framework agreement to procure.

8) What is the Authority's strategy with regards to Cloud solutions as opposed to In House installations? -
-     Currently, the hosting of solutions is reviewed on a case by case via a stringent IT Vetting process to ensure that the mandatory requirements in regards to IT Governance are met'

9) Has the organisation ever procured through the G Cloud Framework?   -   Yes