

Date: 10/10/2022

FREEDOM OF INFORMATION REQUEST FOI/016408 – IT Service Management Software

Please could you provide the following information:

Number of Employees - Details of staff can be found in the annual report [Annual-Report-Accounts-2020-21.pdf](#) ([dgft.nhs.uk](#)) page 58. The report for 21/22 will be out shortly.

Number of IT Staff - 104

The name of your current IT Service Management Software and the company that supplies it Marval - Marval Software Ltd

Whether this is a Cloud / SaaS or On-Premise Solution - On premise

The number of licences and whether these are Named or Concurrent - 31 named and 31 concurrent

The length of your current contract for this Software / Service - 12 months

The contract expiry date, and whether you intend to change it 31/03/2023 ☐☐☐☐ We are not currently looking to change our current solution

The Contract Review Date: (approximate date of when the organisation is planning to review this contract.):
Decision under review

The Annual cost of the contract - £14568.00

The Total cost of the contract rolling annual support - renewal

The person responsible for this Software / Service and their contact details (name + email + direct phone number if possible) Sarah Ellis sarah.ellis9@nhs.net

The lead person to contact about any future projects to review or replace this Software / Service, and their contact details (name + email + direct phone number if possible) Sarah Ellis sarah.ellis9@nhs.net

If this solution is currently on Premise, please could you also provide the following information:

Do you have a cloud migration strategy? - Yes, we are in the early stages of our migration to cloud with a cloud first approach where possible

If so, is there specific budget allocated to this? - The transition to cloud is a long term programme of work that involves many workstreams. A budget has been allocated to manage the delivery of the multiple workstreams

Would you be looking to move to a cloud service at the end of the current contract? - The Trust has a large portfolio of systems of which over the coming years some of these are likely to migrate to managed services (software as a solution), therefore, there will not be a single contract there will be many