

Direct Line: 01623 672232
Our Ref: 53953
E-mail: sfh-tr.foi.requests@nhs.net

[REDACTED]
RE: Freedom of Information Request

16th August 2024

Dear Sir/Madam

With reference to your request for information received on 25th April 2024, I can confirm in accordance with Section 1 (1) of the Freedom of Information Act 2000 that we do hold the information you have requested. A response to each part of your request is provided below. Please accept our sincere apologies for the delay.

In your request you asked:

I am writing to you to submit a Freedom of Information (FOI) request regarding your ITSM software.

- 1. Number of employees**
6221
- 2. Number of IT staff**
Nottinghamshire Health Informatics Service 186
- 3. Current ITSM solution**
The Trust does not directly operate its own Helpdesk tool. Nottinghamshire Health Informatics Service is an NHS Organisation providing all IT Support Services to Sherwood Forest Hospitals via a block contract under a Partnership Agreement. This contract provides a shared Service Desk to all partners.

Nottinghamshire Health Informatics Service provide this functionality to the Trust via Ivanti ITSM Neurons in the Cloud.
- 4. Cloud or on-premise**
Nottinghamshire Health Informatics Service provide this functionality to the Trust via Ivanti ITSM Neurons in the Cloud.
- 5. If on-premise, do you have a cloud migration strategy?**
See Q4

Home, Community, Hospital.

6. If yes, please share more details, including budget allocation.

See Q3

7. Number of licenses

See Q3

8. Length of contract

See Q3

9. Contract expiry date

See Q3

10. Contract review date

See Q3

11. Annual cost of contract

See Q3

12. Total cost of contract

See Q3

13. Person responsible for the software and their contact details

Nottinghamshire Health Informatics Service.

14. Person responsible for any future projects on reviewing or replacing the software and their contact details

See Q13

I trust this information answers your request. Should you have any further enquiries or queries about this response please do not hesitate to contact me. However, if you are unhappy with the way in which your request has been handled, you have the right to ask for an internal review. Internal review requests should be submitted within two months of the date of receipt of the response to your original letter and should be addressed to: Sally Brook Shanahan, Director of Corporate Affairs, King's Mill Hospital, Mansfield Road, Sutton in Ashfield, Nottinghamshire, NG17 4JL or email sally.brookshanahan@nhs.net.

If you are dissatisfied with the outcome of the internal review, you can apply to the Information Commissioner's Office, who will consider whether we have complied with our obligations under the Act and can require us to remedy any problems. Generally, the Information Commissioner's Office cannot decide unless you have exhausted the internal review procedure. You can find out more about how to do this, and about the Act in general, on the Information Commissioner's Office website at:

<https://ico.org.uk/your-data-matters/official-information/>.

Complaints to the Information Commissioner's Office should be sent to FOI/EIR Complaints Resolution, Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF. Telephone 0303 1231113, email casework@ico.org.uk.

If you would like this letter or information in an alternative format, for example large print or easy read, or if you need help with communicating with us, for example because you use British Sign Language, please let us know. You can call us on 01623 672232 or email sfh-tr.foi.requests@nhs.net.

Home, Community, Hospital.

Yours faithfully

Information Governance Team

All information we have provided is subject to the provisions of the Re-use of Public Sector Information Regulations 2015. Accordingly, if the information has been made available for re-use under the [Open Government Licence](#) (OGL) a request to re-use is not required, but the licence conditions must be met. You must not re-use any previously unreleased information without having the consent from Sherwood Forest Hospitals NHS Foundation Trust. Should you wish to re-use previously unreleased information then you must make your request in writing. All requests for re-use will be responded to within 20 working days of receipt.

Home, Community, Hospital.

Patient Experience Team
01623 672222
sfh-tr.pet@nhs.net



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Acting Chair Graham Ward
Acting Chief Executive David Selwyn