

Our Ref: FOI ID 39123

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Re: Freedom of Information Request

Please find below the response to your recent Freedom of Information request regarding IT Services within NHS Southport and Formby CCG.

Request/Response:

1. Which IT Service Management (ITSM) solutions are currently being used by your organisation in their IT operations and Service Desk functions.

[Sostenuto by Sunrise Software](#)

2. How much did the organisation spend on this solution? (Please provide initial setup / deployment costs and ongoing costs)

[The cost is included in the SLA with Informatics Merseyside who manage IT provision](#)

3. Which company did your organisation procure the current solution from and by which method? (i.e. Direct Award / Tender etc.)

[Procured by Informatics Merseyside](#)

4. When does the current ITSM solution contract expire?

[Contained within IT supplier SLA](#)

5. Who in the organisation is responsible for deciding which ITSM tool is used? (Please provide name and job title)

[IT support is provided by Informatics Merseyside – The CCG is not responsible for the provision of ITSM software](#)