

Our Ref: 63466

20 November 2019

southportandformbyccg.foi@nhs.net

NHS Southport & Formby CCG
5 Curzon Road
Southport
PR8 6PL

Tel : 0151 317 8456

Email: southportandformby.ccg@nhs.net

Re: Freedom of Information Request

Please find below the response to your recent Freedom of Information request regarding IT Service Management and Desktops ITAM trends within NHS Southport and Formby CCG.

Request/[Response](#):

1. What software product(s) are you using to manage your IT Service Management (e.g. ServiceNow, Cherwell, Hornbill etc.)?

[Sostenuto](#)

2. Who is your current vendor?

[Sunise](#)

3. When does the contract with your current service desk provider end?

[Support contract ends August 2020](#)

4. How much does your current ITSM service desk tool cost annually?

[£1,800 per annum](#)

5. When will you be looking to review your current service desk tool?

[No plans at the present time](#)

6. What software product(s) are you using to manage your desktops ITAM e.g SCCM, Manage engine etc.)?

[Certero](#)

7. Who is your current vendor?

[Certero](#)

8. When does the contract with your current desktop provider end?

31 December 2019

9. How much does your current ITAM desktop tool cost annually?

£336.58

10. When will you be looking to review your current desktop tool?

Reviewed at renewal

11. Who is your primary IT company contact?

Alan Richmond – Informatics Merseyside