

## IT Service Management Software & Cloud migration.

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Reference Number: F4914  
Date of Response: 19/10/2022

Further to your Freedom of Information Act request, please find the Trust's response, in **blue bold text** below:

### **Royal Devon's Eastern FOI Office Response**

Please could you provide the following information:

1. Number of Employees. This information is held on the Trust Website. **Under Section 21 of the Freedom of Information Act, this information is published information available on the Trust Website. Please see link as follows:-**  
<https://royaldevon.nhs.uk/about-us>
2. Number of IT Staff. **Please see response for question 1.**
3. The name of your current IT Service Management Software and the company that supplies it. **This is In House Development.**
4. Whether this this a Cloud / SaaS or On-Premise Solution. **On-Premise Solution.**
5. The number of licences and whether these are Named or Concurrent. **This question is not applicable, please see answer to question 3.**
6. The length of your current contract for this Software / Service . **This question is not applicable, please see answer to question 3.**
7. The contract expiry date, and whether you intend to change it. **This question is not applicable, please see answer to question 3.**
8. The Contract Review Date: (approximate date of when the organisation is planning to review this contract.):  
**This question is not applicable, please see answer to question 3.**
9. The Annual cost of the contract. **This question is not applicable.**
10. The Total cost of the contract. **This question is not applicable.**
11. The person responsible for this Software / Service and their contact details (name + email + direct phone number if possible).  
**Francis Gillen Chief Information Officer. [francis.gillen1@nhs.net](mailto:francis.gillen1@nhs.net)**

12. The lead person to contact about any future projects to review or replace this  
**Please see response to question 11.**
13. Software / Service, and their contact details (name + email + direct phone number if possible). **Please see response to question 11.**

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

1. Do you have a cloud migration strategy? . **No the Trust does not have a cloud migration strategy.**
2. If so, is there specific budget allocated to this? **Please see response to question 1.**
3. Would you be looking to move to a cloud service at the end of the current contract ?. **Please see response to question 1.**
- 4.