

Digital Services - IT Service Management Systems

Reference Number: RDF2192-24

Date of Response: 25/01/24

Further to your Freedom of Information Act request, please find the Trust's response(s) below:

Please be aware that the Royal Devon University Healthcare NHS Foundation Trust (Royal Devon) has existed since 1st April 2022 following the integration of the Northern Devon Healthcare NHS Trust (known as Northern Services) and the Royal Devon and Exeter NHS Foundation Trust (known as Eastern Services).

Would you be kind enough to let me know the answers to the following questions?

		Royal Devon Eastern Services	Royal Devon Northern Services
1.	<i>Which Helpdesk tool does the IT department use for managing tickets?</i>	In-house	Zenworks Service Desk
2.	<i>When was the tool purchased?</i>	Not applicable	2013
3.	<i>When is the existing contract due to end?</i>	Not applicable	October 2024
4.	<i>When does the trust intend to review the solution with a view to potential replacement?</i>	No date set	In progress
5.	<i>Can you please let me know who is responsible for this solution? ?</i>	The Executive Director responsible for Digital Healthcare is Adrian Harris	

		Royal Devon Eastern Services	Royal Devon Northern Services
6.	<i>Which software does the IT department use for performance monitoring of servers and infrastructure?</i>	Prometheus and Grafana	Solarwinds
7.	<i>When was the tool purchased?</i>	Opensource	Network – The Trust does not hold this information. Servers – 2017.
8.	<i>When is the existing contract due to end?</i>	Not applicable	December 2024
9.	<i>When does the trust intend to review the solution with a view to potential replacement?</i>	No date set	No date set
10.	<i>Can you please let me know who is responsible for this solution?</i>	Please see response to question 5.	

		Royal Devon Eastern Services	Royal Devon Northern Services
11.	<i>Which endpoint management tool does the IT department use for managing computers/laptops/mobile devices/servers etc?</i>	SCCM	Zenworks
12.	<i>When was the tool purchased?</i>	More than 10 years ago	More than 10 years ago
13.	<i>When is the existing contract due to end?</i>	Rolling with NHS Enterprise agreement	October 2024
14.	<i>When does the trust intend to review the solution with a view to potential replacement?</i>	No date set	No date set
15.	<i>Can you please let me know who is responsible for this solution? ?</i>	Please see response to question 5.	

		Royal Devon Eastern Services	Royal Devon Northern Services
16.	<i>Does the Trust have any solution in place to help with the management of power usage within the PC estate?</i>	Yes	Yes
17.	<i>Which tool is in use?</i>	SCCM	Active Directory Policy
18.	<i>When was the tool purchased?</i>	More than 10 years ago	More than 10 years ago
19.	<i>When is the existing contract due to end?</i>	Rolling with NHS Enterprise agreement	Not applicable
20.	<i>When does the trust intend to review the solution with a view to potential replacement?</i>	No date set	No date set
21.	<i>Can you please let me know who is responsible for this solution?</i>	Please see response to question 5.	

		Royal Devon Eastern Services	Royal Devon Northern Services
22.	<i>Lastly, as this is a matter of public record and is attainable in your spend reports, can you please confirm roughly how much each of the above solutions cost?</i>	No licensing costs for question 1 and 6. SCCM license is included in the NHS Microsoft Agreement and is funded centrally.	*Excluded under Section 43

The Trust does not release the names of staff below a Director under Section 40 (2) of the Freedom of Information Act 2000 Personal Information, where disclosure may contravene the Data Protection Act 2018 and therefore applies an exemption under Section 40 (2) - Personal Information of the Freedom of Information Act 2000 and Section 10 of the Data Protection Act 2018. The Executive Director responsible for Digital Healthcare is Adrian Harris.

* The Trust holds this information. This information is commercially sensitive and its release would, or would be likely to prejudice the commercial interests of the Trust.

In applying the exemption under Section 43(2) the Freedom of Information Act the Trust has balanced the public interest in withholding the information against the public interest in disclosure. The Trust has considered all the relevant factors in the public interest test and concluded that the benefit to the public in applying the exemption outweighs the public interest in releasing the information requested as a result of the prejudices and losses that would potentially affect the Trust and patients. As such this information is being withheld under Section 43 (2) because releasing the costs of contracts would give potential suppliers an unfair advantage over other bidders when bidding for future work. That advantage would contravene the principle of fairness required from the Trust in Regulation 18 of the Public Contracts Regulations 2015. The release of contract values would also undermine the Trust's suppliers' competitiveness in the market and breach the Trust's contracts with suppliers, which typically require contract values to be kept confidential.