

Our Ref: FOI ID 39122

1 August 2017

southseftonccg.foi@nhs.net

NHS South Sefton CCG

Merton House
Stanley Road
Bootle
Merseyside
L20 3DL

Tel: 0151 247 7000

Email: southsefton.ccg@nhs.net

Re: Freedom of Information Request

Please find below the response to your recent Freedom of Information request regarding IT Services within NHS South Sefton 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](#)