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Iechyd Cyhoeddus
Cymru
Public Health
Wales

Freedom of Information request to Public Health Wales

FOI Reference:	052
Date request received	3rd October 2017
Date information is due to be sent	1st November 2017

Information requested:

I am currently doing some research into IT Service Management trends in the UK public sector. Could you kindly provide me with the below information about your organisation:

1. What software product(s) are you using to manage your IT Service Management (e.g. Landesk, ServiceNow, Cherwell, Hornbill etc.)?
2. When does the contract with your current service desk provider end?
3. How much does your current ITSM service desk tool cost annually?
4. When will you be looking to review your current service desk tool?

Thanks; any help with the above will be greatly appreciated

Information provided for the answer:

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

1. Public Health Wales's service desk provider is the National Wales Informatics Service (NWIS), under the proviso of a Service Level Agreement. NWIS is a separate public health body in Wales and can be contacted via the Health In Wales website <http://www.wales.nhs.uk/foi>.
The system provided is called " Service Point"

2. When does the contract with your current service desk provider end? The system is provided by an ongoing Service Level Agreement with NHS Wales Informatics Services (NWIS). NWIS can be contacted via the Health IN Wales website via this email <http://www.wales.nhs.uk/foi>
3. How much does your current ITSM service desk tool cost annually? Nil - provided to all NHS Wales organisations without charge by NWIS
4. When will you be looking to review your current service desk tool? There are no current plans to change this tool which is used across NHS Wales

If you are unhappy with the service you have received in relation to your request and wish to make a complaint or request a review of the decision, you should write to the Corporate Complaints Manager, Public Health Wales NHS Trust, 3, Number 2, Capital Quarter, Tyndall Street, Cardiff, CF10 4BZ.

If you are not content with the outcome of your complaint or review, you may apply directly to the Information Commissioner for a decision. Generally, the ICO cannot make a decision unless you have exhausted the complaints procedure provided by the Trust. The Information Commissioner can be contacted at:

Information Commissioner for Wales

2nd Floor
Churchill House
Churchill Way
Cardiff
CF10 2HH

Telephone: 029 2067 8400

Email: wales@ico.org.uk