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Iechyd Cyhoeddus
Cymru
Public Health
Wales

Freedom of Information request to Public Health Wales

FOI Reference:	FOI 271
Date request received	11 November 2019
Date information is due to be sent	9 December 2019

Information Requested:

- 1) Is your current IT Service Management function and associated software application based in house or Outsourced to a 3rd Party?
- 2) Please provide the full name and version of the ITSM software application in use?
- 3) What is the lifetime value of the contract and over how many years?
- 4) As part of the existing contract how many support operatives (agents) are licenced/subscribed to use the solution? (These are individuals who work on the desk in resolver groups, not customers using a Self-Service function).
- 5) When is the contract due for renewal?
- 6) How was the current solution procured – directly with the Vendor, through a Framework or via G Cloud?
- 7) What are your published procurement thresholds for tendering purposes?
- 8) What is the Authority's strategy with regards to Cloud solutions as opposed to In House installations?
- 9) Has the organisation ever procured through the G Cloud Framework?

Information provided for the answer:

Thank you for your request received on the 11th November 2019.

- 1) Is your current IT Service Management function and associated software application based in house or Outsourced to a 3rd Party? [ServicePoint developed internally by NHS Wales](#)
- 2) Please provide the full name and version of the ITSM software application in use? [As above. Version: not applicable.](#)
- 3) What is the lifetime value of the contract and over how many years? [Free to use within NHS Wales](#)
- 4) As part of the existing contract how many support operatives (agents) are licenced/subscribed to use the solution? (These are individuals who work on the desk in resolver groups, not customers using a Self-Service function). [Free for all users in NHS Wales](#)
- 5) When is the contract due for renewal? [Not applicable](#)
- 6) How was the current solution procured – directly with the Vendor, through a Framework or via G Cloud? [Developed internally for use within NHS by the NHS Wales Informatics Service \(NWIS\)](#)
- 7) What are your published procurement thresholds for tendering purposes? [Not applicable](#)
- 8) What is the Authority's strategy with regards to Cloud solutions as opposed to In House installations? [As per the Cloud Policy for NHS Wales](#)
- 9) Has the organisation ever procured through the G Cloud Framework? [PHW procured a software asset management service via G-Cloud](#)

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