

Freedom of Information request 514-19

Request

I am currently doing some research into IT Service Management and Desktops ITAM 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. ServiceNow, Cherwell, Hornbill etc.)?
2. Who is your current vendor?
3. When does the contract with your current service desk provider end?
4. How much does your current ITSM service desk tool cost annually?
5. When will you be looking to review your current service desk tool?
6. What software product(s) are you using to manage your desktops ITAM e.g SCCM, Manage engine etc.)?
7. Who is your current vendor?
8. When does the contract with your current desktop provider end?
9. How much does your current ITAM desktop tool cost annually?
10. When will you be looking to review your current desktop tool?
11. Who is your primary IT company contact?

Response

1. NHS Borders uses TOPdesk for its IT Service Management.
2. TOPdesk.
3. The contract with TOPdesk is due to end on 30th November 2020.
4. The existing contract costs £25,000 annually.
5. We have already agreed a 3-year contract with ServiceNow and will transition to this product in 2020.
6. None at present. IT Asset Management is currently a manual process, however this will change with the introduction of ServiceNow.
- 7-10. Not applicable.
11. Kevin Messer.

If you are not satisfied with the way your request has been handled or the decision given, you may ask NHS Borders to review its actions and the decision. If you would like to request a review please apply in writing to, Freedom of Information Review, NHS Borders, Room 2EC3, Education Centre, Borders General Hospital, Melrose, TD6 9BS or foi.enquiries@borders.scot.nhs.uk.

The request for a review should include your name and address for correspondence, the request for information to which the request relates and the issue which you wish to be reviewed. Please state the reference number **514-19** on this request. Your request should be made within 40 working days from receipt of this letter.

If following this review, you remain dissatisfied with the outcome, you may appeal to the Scottish Information Commissioner and request an investigation of your complaint. Your request to the Scottish Information Commissioner should be in writing (or other permanent form), stating your name and an address for correspondence. You should provide the details of the request and your reasons for dissatisfaction with both the original response by NHS Borders and your reasons for dissatisfaction with the outcome of the internal review. Your application for an investigation by the Scottish Information Commissioner must be made within six months of your receipt of the response with which you are dissatisfied. The address for the Office of the

Scottish Information Commissioner is, Office of the Scottish Information Commissioner, Kinburn Castle,
Doubledykes Road, St Andrews, Fife.