

Freedom of Information request 469-22

Request

Please could you provide the following information:

1. Number of Employees
2. Number of IT Staff
3. The name of your current IT Service Management Software and the company that supplies it
4. Whether this is a Cloud / SaaS or On-Premise Solution
5. The number of licences and whether these are Named or Concurrent
6. The length of your current contract for this Software / Service
7. The contract expiry date, and whether you intend to change it
8. The Contract Review Date: (approximate date of when the organisation is planning to review this contract.):
9. The Annual cost of the contract
10. The Total cost of the contract
11. The person responsible for this Software / Service and their contact details (name + email + direct phone number if possible)
12. The lead person to contact about any future projects to review or replace this Software / Service, and their contact details (name + email + direct phone number if possible)

If this solution is currently on Premise, please could you also provide the following information:

13. Do you have a cloud migration strategy?
14. If so, is there specific budget allocated to this?
15. Would you be looking to move to a cloud service at the end of the current contract?

Response

1. NHS Borders have 3442 employees (2810.90 WTE).
2. NHS Borders have 21 IT Staff.
3. The IT Service Management Software currently used by NHS Borders is TOPdesk Enterprise supplied by Topdesk.
4. TOPdesk Enterprise is an SaaS software.

5. NHS Borders have 100 Named licences for TOPDesk Enterprise.
6. The current contract is for a duration of 1 year.
7. The contract with TOPdesk expires in November 2022 and the contract will be moving to ServiceNow.
8. This is not applicable as the review date has passed.
9. The annual cost of the contract is £29545.
10. The total cost of the contract is £29545.
11. The person responsible for this Software / Service is Kellie Black kellie.black@borders.scot.nhs.uk .
12. The lead person to contact about any future projects to review or replace this Software / Service is Kevin Messer kevin.messer@borders.scot.nhs.uk .
13. N/A
14. N/A
15. N/A

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 **469-22** 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.