

## Freedom of Information request 503-22

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### Request

As TopDesk is being replaced by Service Now, please can you provide the following information about the Service Now system that the Trust is moving to

1. Whether this a Cloud / SaaS or On-Premises Solution
2. The number of licences and whether these are Named or Concurrent
3. The length of the contract for this Software / Service
4. The contract expiry date
5. The approximate Contract Review Date:
6. The Annual cost of the contract
7. The Total cost of the contract
8. Is this part of a Shared Service with other organisations, if so, please can you provide the names of the other partners

### Response

1. The Service Now system is a SaaS solution.
2. This solution was jointly procured with other Boards, so NHS Borders does not have details of the license numbers. Therefore, this information is not held, as defined in Section 17, Freedom of Information (Scotland) Act 2002.
3. The contract for the Service Now system is for one year.
4. The contract expiry date is 31 March 2023.
5. The approximate contract review date is 31 December 2022.
6. The annual cost for the contract is £56,333.69.
7. The total cost of the contract is £56,333.69.
8. NHS Borders shares this service with NHS Lothian and NHS Fife.

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](mailto: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 **503-22** 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.