



Our Ref: PW/AKB/FOI/0124/709

Stafford Education & Enterprise Park
Weston Road
Stafford
ST18 0BF

2nd February 2024

Telephone: 0300 123 1461

Sent by email

Dear

FOI-0124-709

Your request for information under the Freedom of Information Act 2000

Thank you for your request for information received on the 30th January 2024. We can confirm that the Staffordshire and Stoke-on-Trent Integrated Care Board can provide the following information.

An anonymised copy of this response will be made publicly available on the ICB website.

Please see our responses in blue below:

Would you be kind enough to let me know the answers to the following questions:

1. Which Helpdesk tool does the IT department use for managing tickets?

The ICB team use the Service Management Tool (SMT) for raising tickets.

2. When was the tool purchased?

It is an in-house developed solution.

3. When is the existing contract due to end?

Not Applicable.

4. When does the trust intend to review the solution with a view to potential replacement?

There are no plans for a replacement.

5. Can you please let me know who is responsible for this solution?

The Staffordshire and Shropshire Health Informatics Services (S&HIS) team.

6. Which software does the IT department use for performance monitoring of servers and infrastructure?

The ICB itself does not perform performance monitoring of servers and infrastructures. This is performed by third party suppliers where systems are outsourced or by the S&HIS team for systems that are hosted on-premise.

7. When was the tool purchased?

Not Applicable.

8. When is the existing contract due to end?

Not Applicable.

9. When does the trust intend to review the solution with a view to potential replacement?

Not Applicable.

10. Can you please let me know who is responsible for this solution?

Not Applicable.

11. Which endpoint management tool does the IT department use for managing computers/laptops/mobile devices/servers etc?

All infrastructure services for the ICB are delivered via the S&HIS team and not by the ICB itself.

12. When was the tool purchased?

Not Applicable.

13. When is the existing contract due to end?

Not Applicable.

14. When does the trust intend to review the solution with a view to potential replacement?

Not Applicable.

15. Can you please let me know who is responsible for this solution?

Not Applicable.

16. Does the Trust have any solution in place to help with the management of power usage within the PC estate?

All infrastructure services for the ICB are delivered via the S&HIS team and not by the ICB itself, including any power configuration settings on IT equipment.

17. Which tool is in use?

Not Applicable.

18. When was the tool purchased?

Not Applicable.

19. When is the existing contract due to end?

Not Applicable.

20. When does the trust intend to review the solution with a view to potential replacement?

Not Applicable.

21. Can you please let me know who is responsible for this solution?

Not Applicable.

22. Lastly, as this is a matter of public record and is attainable in your spend reports, can you please confirm roughly how much each of the above solutions cost?

ICB and Primary Care infrastructure service support delivered via the S&HIS team amounts to approximately £2.5m per annum, including service desk, IG, security, RA, SaaS, PCs / laptops, smartphones, tablets, networking services, Out of Hour support and a SOC amongst a number of services.

Should you require any further information or clarification regarding this response please do not hesitate to contact us. If you are dissatisfied with the response, you are entitled to request an internal review which should be formally requested in writing and must be within two calendar months from the date this response was issued.

To request an internal review

You can request an internal review by contacting the Staffordshire and Stoke-on-Trent Integrated Care Board FOI team by emailing the team at StaffsStokeFOI@staffsstoke.icb.nhs.uk or by post to the address at the top of this letter.

If you are not content with the outcome of your internal review, you may apply directly to the Information Commissioner's Office (ICO) for a decision. Generally, the ICO cannot make a decision unless you have exhausted the Staffordshire and Stoke-on-Trent Integrated Care Board's FOI complaints procedure.

The ICO can be contacted at:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

www.ico.gov.uk

Yours sincerely

Paul Winter
Associate Director of Corporate Governance