

Our Ref: NG/RM/23004  
Date: 16<sup>th</sup> January 2024

Nicola Griffiths  
Deputy Director of Governance  
North Staffordshire Combined Healthcare NHS Trust  
Lawton House  
Bellringer Road  
Trentham  
ST4 8HH

Reception: 0300 123 1535

Dear

### **Freedom of Information Act Request**

I am writing in response to your e-mail of the 19<sup>th</sup> December 2023. Your request has been processed using the Trust's procedures for the disclosure of information under the Freedom of Information Act (2000).

#### ***Requested information:***

- Which Helpdesk tool does the IT department use for managing tickets?
- When was the tool purchased?
- When is the existing contract due to end?
- When does the trust intend to review the solution with a view to potential replacement?
- Can you please let me know who is responsible for this solution?
- Which software does the IT department use for performance monitoring of servers and infrastructure?
- When was the tool purchased?
- When is the existing contract due to end?
- When does the trust intend to review the solution with a view to potential replacement?
- Can you please let me know who is responsible for this solution?
- Which endpoint management tool does the IT department use for managing computers/laptops/mobile devices/servers etc?
- When was the tool purchased?
- When is the existing contract due to end?
- When does the trust intend to review the solution with a view to potential replacement?
- Can you please let me know who is responsible for this solution?
- Does the Trust have any solution in place to help with the management of power usage within the PC estate?
- Which tool is in use?
- When was the tool purchased?
- When is the existing contract due to end?
- When does the trust intend to review the solution with a view to potential replacement?
- Can you please let me know who is responsible for this solution?
- 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?

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Chairman: David Rogers  
Chief Executive: Dr Buki Adeyemo  
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**The Trust does not directly procure or use any solutions pertaining to this request, this service is outsourced to Staffordshire and Shropshire Health Informatics Service (SSHIS).**

If you are dissatisfied with the handling of your request, you have the right to ask for an internal review of the management of your request. Internal review requests should be submitted within two months of the date of receipt of the response to your original letter and should be addressed to: Dr Buki Adeyemo, Chief Executive, North Staffordshire Combined Healthcare Trust, Trust Headquarters, Lawton House, Bellringer Road, Trentham, ST4 8HH. If you are not content with the outcome of the internal review, you have the right to apply directly to the Information Commissioner for a decision. The Information Commissioner can be contacted at: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF.

Yours sincerely



**Nicola Griffiths**  
**Deputy Director of Governance**



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