

Our Ref: NG/RM/25021
Date: 17th January 2025

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North Staffordshire Combined Healthcare NHS Trust
Lawton House
Bellringer Road
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ST4 8HH

Reception: 0300 123 1535

Dear

Freedom of Information Act Request

I am writing in response to your e-mail of the 15th January 2025. Your request has been processed using the Trust's procedures for the disclosure of information under the Freedom of Information Act (2000).

Requested information:

I am writing to request information under the Freedom of Information Act regarding the running costs of your IT service management system (ITSM) at your organisation.

Specifically, I am requesting information on the following:

1. Running costs: Please provide the past 3 years costs (for clarity, these refer to your financial year whatever that may be). **The Trust incurs no direct costs for the SMT system. Access is provided as part of the outsourced IT services contract with Staffordshire and Shropshire Health Informatics Service (S&SHIS).**
2. Implementation: if your system was implemented in the last 3 years, please provide the start and finish date or duration of this implementation project. **N/A. The SMT system was implemented over three years ago.**
3. Service Management System Vendor: Which vendor provided the service management system software (e.g., ServiceNow, Jira Service Management, Halo, Freshservice, Ivanti, Xurrent/4me, ManageEngine etc.)? **The SMT system is a bespoke IT Service Management (ITSM) system developed and provided by S&SHIS.**
4. Scope: Please provide the business scope of your system, does it include business functions outside of IT (e.g., HR Case Management, Facilities, Finance etc.)? **The business scope of SMT, as it pertains to the Trust, is limited to the Clinical Systems team. It is used exclusively for managing requests and incidents related to the Trust's clinical systems.**

5. Users: How many agent (fulfillers/users) licences do you have? **Approximately seven agents within the Clinical Systems team are licensed to use SMT for the Trust's requirements.**

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