

Ref no: 120071119
From: <mailto:sthelensccg.foi@nhs.net>
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Subject: IT Service Management

REQUEST & RESPONSE

What software product(s) are you using to manage your IT Service Management (e.g. ServiceNow, Cherwell, Hornbill etc.)?

Sunrise Sostenuto

Who is your current vendor?

Sunrise

When does the contract with your current service desk provider end?

October 2020

How much does your current ITSM service desk tool cost annually?

£6,880 - This service is provided as part of the shared service of our IT supplier, this cost represents the IT supplier's total cost annually.

When will you be looking to review your current service desk tool?

No plans at this time.

What software product(s) are you using to manage your desktops ITAM e.g SCCM, Manage engine etc.)?

SCCM, Lansweeper

Who is your current vendor?

Microsoft, Sunrise & Lansweeper

When does the contract with your current desktop provider end?

<https://digital.nhs.uk/news-and-events/latest-news/nhs-microsoft-deal-background-information> - This information is already available from NHS Digital. The centralised contract for Windows 10 is between Microsoft and NHS Digital and is available to all NHS organizations. Contract runs until 2023.

How much does your current ITAM desktop tool cost annually?

This service is provided as part of the shared service of our IT supplier, this cost represents the IT supplier's total cost annually.

LANsweeper - £14,000

SCCM - No cost, it is integrated with Microsoft license agreement.

When will you be looking to review your current desktop tool?

6/12 months before renewal or end of life for each product.

Sostenuto = April 2019

LanSweeper = June 2021

SolarWinds = June 2020

SCCM = In line with Windows 10 End of Life

Who is your primary IT company contact?

IT Service Delivery Manager