

Ref no: 073071019  
From: Public  
Date: 07/10/19  
Subject: ICT Services

## REQUEST

These questions relate specifically to Information and Communication Technology (ICT) services which includes services relating to the support of

- Computer hardware and operating software
- Servers,
- PC's, laptops printers and mobile devices,
- Networks,
- Telephony
- Application support

1. Who provides your IT services ( please also state if these services are in-sourced to an internal ICT team or outsourced to an external supplier) **St Helens and Knowsley HIS. Hosted Shared Service by the Trust.**

2. How many staff deliver the ICT services listed above?

**N/A – staff not dedicated to the Trust but part of a shared service.**

3. If your services are outsourced to an external supplier, when does the contract expire?

**N/A**

4. Do you have any services hosted in the cloud?

**Yes**

5. How many applications are supported by the IT service provider?

**All of the Trusts applications – 50+**

6. Which operating system do your PC's and laptops use (ie Windows 10 etc)?

**Windows 7 & Windows 10**

## RESPONSE