Reference:	FOI.1845.19
Subject:	IT Service Management and Desktops IT Asset Management trends in the UK public sector
Date of Request:	4 November 2019

Requested:

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

2. Who is your current vendor?

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

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

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

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

7. Who is your current vendor?

8. When does the contract with your current desktop provider end?

9. How much does your current ITAM desktop tool cost annually?

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

11. Who is your primary IT company contact?

Response:

1. Hywel Dda University Health Board (UHB) uses ServicePoint to manage its IT Service Management (ITSM).

2. Not applicable as the UHB uses a NHS Wales developed system.

3. Not applicable as the UHB uses a NHS Wales developed system.

4. The UHB's annual spend for ITSM service desk tool is nil. The service is provided free under the NHS Wales Informatics Service (NWIS) via a Service Level Agreement (SLA).

5. The UHB will be reviewing the current service desk tool in the next twelve months.

6. The UHB currently uses Microsoft System Centre Configuration Manager (SCCM) and Quest KACE software products to manage desktop IT Asset Management (ITAM).

7. The UHB's current vendors for the software products named in question 6 is Microsoft and Quest.

8. The UHB has no contract with Microsoft SCCM as it is part of the perpetual license as part of the Enterprise subscription. The UHB's contract end date with Quest KACE is 31 March 2020.

9. The UHB has no annual cost for Microsoft SCCM as it is a part of the O365 subscription and e-CAL rights. The UHB's current annual cost for Quest KLACE ITAM desktop tool is £8,223 + VAT.

10. The UHB have no plans to review the current desktop tool.

11. The UHB's primary IT contact is Paul Solloway, Head of IT.