

Reference:	FOI.1907.19
Subject:	IT service management
Date of Request:	11 November 2019

Requested:

1. Is your current IT Service Management function and associated software application based in house or Outsourced to a 3rd Party?
2. Please provide the full name and version of the ITSM software application in use?
3. What is the lifetime value of the contract and over how many years?
4. As part of the existing contract how many support operatives (agents) are licenced/subscribed to use the solution? (These are individuals who work on the desk in resolver groups, not customers using a Self-Service function).
5. When is the contract due for renewal?
6. How was the current solution procured – directly with the Vendor, through a Framework or via G Cloud?
7. What are your published procurement thresholds for tendering purposes?
8. What is the Authority's strategy with regards to Cloud solutions as opposed to in-house installations?
9. Has the organisation ever procured through the G Cloud Framework?

Response:

1. Hywel Dda University Health Board's (UHB) IT Service Management (ITSM) function and associated software application is based in- house.
2. The UHB's ITSM software application is ServicePoint, an NHS Wales developed application.
3. The UHB has no lifetime value or contract as the service is provided free by the NHS Wales Informatics Service (NWIS), via a Service Level Agreement (SLA).
4. The UHB currently has approximately seventy (70) information and communications technology (ICT) /administration support staff using ServicePoint. There is no limit to the number of users or licences.
5. Not applicable as the UHB uses an NHS Wales developed system.
6. Not applicable as the UHB uses an NHS Wales developed system.
7. The UHB's published procurement thresholds for tendering purposes is £5,000.

8. The UHB's strategy with regard to Cloud solutions as opposed to in-house installations is reviewed on a case by case basis. Current projects include migration to Microsoft Office 365 and some workloads to Microsoft Azure Cloud Services.
9. The UHB confirms procurement through the G Cloud Framework has been undertaken.