

Reference:	FOI.9846.22
Subject:	Staff and IT management software
Date of Request:	14 September 2022

Requested:

1. Number of Employees
2. Number of IT Staff
3. The name of your current IT Service Management Software and the company that supplies it
4. Whether this is a Cloud / SaaS or On-Premise Solution
5. The number of licences and whether these are Named or Concurrent
6. The length of your current contract for this Software / Service
7. The contract expiry date, and whether you intend to change it
8. The Contract Review Date: (approximate date of when the organisation is planning to review this contract.):
9. The Annual cost of the contract
10. The Total cost of the contract
11. The person responsible for this Software / Service and their contact details (name + email + direct phone number if possible)
12. The lead person to contact about any future projects to review or replace this Software / Service, and their contact details (name + email + direct phone number if possible)

If this solution is currently on Premise, please could you also provide the following information:

13. Do you have a cloud migration strategy?
14. If so, is there specific budget allocated to this?
15. Would you be looking to move to a cloud service at the end of the current contract?

Response:

1. Hywel Dda University Health Board (UHB) can confirm it has ten thousand six hundred (10,600) employees.
2. The number of IT staff employed by the UHB is sixty four (64).
3. FreshService is the name of the UHB's current IT service management software, and it is provided by Fresh Works.
4. FreshService is Cloud based software.

5. The UHB has 100 named licences for the software.
6. The UHB currently holds a three (£) year contract for the software.
7. The contract is due to expire on 29/03/2024.
8. There is no current intention to review the contract. The contract is intended for renewal.
9. The annual cost of the contract is £104,040.
10. The total cost of the contract is £346,134.78.
11. The name and the contact details for the individual responsible for software is:

Paul Solloway
E-mail: paul.solloway@wales.nhs.uk
Telephone number: 01267 887012
12. Paul Solloway is the named contact for future projects to review or replace the software. Paul's contact details are provided in response to question 10.
- 13.– 14. Not applicable.