

Please contact: Access to Information
Team
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23 February 2024

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Re: Your request for information under the Freedom of Information Act 2000
Ref no: FOI-3820-LSC

Thank you for your request dated 29 January 2024.

We can confirm that the ICB does hold part of the information you requested.

Please find our response to your questions below:

- Which Helpdesk tool does the IT department use for managing tickets?

Sostenuto.

- When was the tool purchased?

Around 2016.

- When is the existing contract due to end?

March 2025.

- When does the trust intend to review the solution with a view to potential replacement?

No current plans.

- Can you please let me know who is responsible for this solution?

Robert Stockton, Head of IT Services.

- Which software does the IT department use for performance monitoring of servers and infrastructure?

No specific software solution used.

- When was the tool purchased?
- When is the existing contract due to end?
- When does the trust intend to review the solution with a view to potential replacement?
- Can you please let me know who is responsible for this solution?

N/A for the above questions.

- Which endpoint management tool does the IT department use for managing computers/laptops/mobile devices/servers etc?

Certero.

- When was the tool purchased?

Around 2014.

- When is the existing contract due to end?

March 2024.

- When does the trust intend to review the solution with a view to potential replacement?

The CSU is currently reviewing this.

- Can you please let me know who is responsible for this solution?

Robert Stockton, Head of IT Services.

- Does the Trust have any solution in place to help with the management of power usage within the PC estate?

No Solution used.

- Which tool is in use?
- When was the tool purchased?
- When is the existing contract due to end?
- When does the trust intend to review the solution with a view to potential replacement?
- Can you please let me know who is responsible for this solution?

N/A for the above questions.

Right of Appeal

Should you require any further information or clarification regarding this response please do not hesitate to contact us. If you are dissatisfied with the response, you are entitled to request an internal review which should be formally requested in writing and must be within 40 working days from the date this response was issued.

To request an internal review

You can request this by contacting the FOI team by email at MLCSU.FOITeam@nhs.net or by post to Leyland House, Lancashire Business Park, Leyland, PR26 6TR, specifying why you require a review.

If you are not content with the outcome of your internal review, you may apply directly to the Information Commissioner's Office (ICO) for a decision. Generally, the ICO cannot make a decision unless you have exhausted the CCGs FOI complaints procedure.

The ICO can be contacted at:

Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF
www.ico.gov.uk

Yours sincerely

On behalf of Kevin Lavery
ICB Chief Executive