



## **Dorset Clinical Commissioning Group**

Ref: FOI 167

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26 November 2019

Dear Requestor

### **Request made under the Freedom of Information Act 2000**

On 4 November 2019 you sent a request, made under the Freedom of Information Act, relating to IT Service Management. I now provide this information as an attachment.

I trust that this is the information you require and that your request has been fully discharged.

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Please note that, under the Re-use of Public Sector Information Regulations, if you wish to publish or otherwise use this information besides for your own means, you will need to seek our permission to do so.

If you are unhappy with this response, you are entitled to request an internal review of our decision, handled where possible by a member of staff not directly involved in the initial decision. If you wish to request such a review, please write direct to the Data Protection Officer, NHS Dorset, Ground Floor, West Wing, Vespasian House, Barrack Road, Dorchester DT1 1TG. We aim to deal with requests for internal review within three weeks of receipt, although where the issues involved are very complicated this period may be extended up to a total of six weeks.

If you have queries about this response, please do not hesitate to contact me quoting the above reference number.

Yours sincerely

***Signature Removed***

**Paddy Baker**  
Data Protection Officer  
NHS Dorset Clinical Commissioning Group

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**Q1:**

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

**Response:**

The CCG Currently utilises Manage Engine Service Desk Plus.

**Q2:**

Who is your current vendor?

**Response:**

This was purchased direct from Zoho Corp.

**Q3:**

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

**Response:**

September 2021.

**Q4:**

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

**Response:**

Service Desk Plus costs £4,997.5 annually.

**Q5:**

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

**Response:**

The CCG has only started using this software this year and does not expect to review this service until 2022.

**Q6:**

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

**Response:**

The CCG uses System Centre Configuration Manager/Microsoft Intune and Snow License Manager.

**Q7:**

Who is your current vendor?

**Response:**

Bytes/Trustmarque/Microsoft.

**Q8:**

When does the contract with your current desktop provider end?

**Response:**

There is no specific end date to the SCCM/Intune contract.

**Q9:**

How much does your current ITAM desktop tool cost annually?

**Response:**

There is no specific annual cost for either SCCM or Intune. SCCM is part of the System Centre suite which was purchased with our core infrastructure. Intune forms a part of our Office 365 licensing. Snow License Manager currently costs the CCG £28,877.82/year.

**Q10:**

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

**Response:**

The CCG has purchased System Centre as a suite and will continue to use it until it is no longer required to manage the desktop estate. The CCG has access to Intune as part of our Microsoft Cloud licensing and will be transitioning to use Intune for all client management functions. There is unlikely to be a further review of this strategy until 2022.

**Q11:**

Who is your primary IT company contact?

**Response:**

Duncan Pike.