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King's Mill Hospital
Mansfield Road
Sutton in Ashfield
Nottinghamshire
NG17 4JL

RE: Freedom of Information Request

Tel: 01623 622515
Join today: www.sfh-tr.nhs.uk

27th February 2024

Dear [REDACTED],

With reference to your request for information received on 4th January 2024, I can confirm in accordance with Section 1 (1) of the Freedom of Information Act 2000 that we do hold the information you have requested. A response to each part of your request is provided below.

In your request you asked:

1	Which Helpdesk tool does the IT department use for managing tickets?	The Trust does not directly operate its own Helpdesk tool. Nottinghamshire Health Informatics Service is an NHS Organisation providing all IT Support Services to SFH via a block contract under a Partnership Agreement. This contract provides a shared Service Desk to all partners. Nottinghamshire Health Informatics Service provide this functionality to the Trust via Ivanti ITSM Neurons.
2	When was the tool purchased?	N/A - Not managed directly by the Trust
3	When is the existing contract due to end?	N/A - Not managed directly by the Trust
4	When does the trust intend to review the solution with a view to potential replacement?	N/A - Not managed directly by the Trust
5	Can you please let me know who is responsible for this solution?	Nottinghamshire Health Informatics Service
6	Which software does the IT department use for performance monitoring of servers and infrastructure?	The Trust does not directly operate its own servers and therefore has no direct tools. Nottinghamshire Health Informatics Service is an NHS Organisation providing all IT Support Services to SFH via a block contract under a Partnership Agreement.
7	When was the tool purchased?	N/A

Home, Community, Hospital.

Patient Experience Team
01623 672222
sfh-tr.pet@nhs.net



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Chair Claire Ward
Chief Executive Paul Robinson

8	When is the existing contract due to end?	N/A
9	When does the trust intend to review the solution with a view to potential replacement?	N/A
10	Can you please let me know who is responsible for this solution?	Nottinghamshire Health Informatics Service
11	Which endpoint management tool does the IT department use for managing computers/laptops/mobile devices/servers etc?	The Trust does not directly deploy or manage its endpoints therefore it has no direct tools. Nottinghamshire Health Informatics Service is an NHS Organisation providing all IT Support Services to SFH via a block contract under a Partnership Agreement.
12	When was the tool purchased?	N/A
13	When is the existing contract due to end?	N/A
14	When does the trust intend to review the solution with a view to potential replacement?	N/A
15	Can you please let me know who is responsible for this solution?	Nottinghamshire Health Informatics Service
16	Does the Trust have any solution in place to help with the management of power usage within the PC estate?	No dedicated tools are used for this. However in discussion with Nottinghamshire Health Informatics Service, appropriate settings are deployed to the PC estate to ensure devices enter sleep modes, screens turn off etc. as part of good practice.
17	Which tool is in use?	N/A
18	When was the tool purchased?	N/A
19	When is the existing contract due to end?	N/A
20	When does the trust intend to review the solution with a view to potential replacement?	N/A
21	Can you please let me know who is responsible for this solution?	Nottinghamshire Health Informatics Service
22	Lastly, as this is a matter of public record and is attainable in your spend reports, can you please confirm roughly how much each of the above solutions cost?	Nottinghamshire Health Informatics Service is an NHS Organisation providing all IT Support Services to the Trust via a block contract under a Partnership Agreement. As funding is through an NHS Block contract covering all aspects of support and service, jointly covering all partners, it is not possible to breakdown the discrete cost per organisation for these services only.

I trust this information answers your request. Should you have any further enquiries or queries about this response please do not hesitate to contact me. However, if you are unhappy with the way in which your request has been handled, you have the right to ask for an internal review. Internal review requests should be submitted within two months of the date of receipt of the response to your original letter and should be addressed to: Sally Brook Shanahan, Director of Corporate Affairs, King's Mill Hospital, Mansfield Road, Sutton in Ashfield, Nottinghamshire, NG17 4JL or email sally.brookshanahan@nhs.net.

If you are dissatisfied with the outcome of the internal review, you can apply to the Information Commissioner's Office, who will consider whether we have complied with our obligations under the Act and can require us to remedy any problems. Generally, the Information Commissioner's Office cannot decide unless you have exhausted the internal review procedure. You can find out more about how to do this, and about the Act in general, on the Information Commissioner's Office website at: <https://ico.org.uk/your-data-matters/official-information/>.

Complaints to the Information Commissioner's Office should be sent to FOI/EIR Complaints Resolution, Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF. Telephone 0303 1231113, email casework@ico.org.uk.

If you would like this letter or information in an alternative format, for example large print or easy read, or if you need help with communicating with us, for example because you use British Sign Language, please let us know. You can call us on 01623 672232 or email sfh-tr.foi.requests@nhs.net.

Yours sincerely

Information Governance Team

All information we have provided is subject to the provisions of the Re-use of Public Sector Information Regulations 2015. Accordingly, if the information has been made available for re-use under the [Open Government Licence](#) (OGL) a request to re-use is not required, but the licence conditions must be met. You must not re-use any previously unreleased information without having the consent from Sherwood Forest Hospitals NHS Foundation Trust. Should you wish to re-use previously unreleased information then you must make your request in writing. All requests for re-use will be responded to within 20 working days of receipt.