



Redditch and Bromsgrove Clinical Commissioning Group

Please contact: Access to Information Team

Email: MLCSU.FOITeam@nhs.net

Direct Tel: 01772 214 227

Barnsley Hall
Barnsley Hall Road
Bromsgrove
Worcestershire
B61 0TX

3 December 2019

Dear

Re: Request for information under the Freedom of Information Act 2000
Ref no: CAS-04926-J8V5P8-RB

Thank you for your correspondence dated 28 November 2019 making a request under the Freedom of Information Act 2000 for access to information which may be held by NHS Redditch and Bromsgrove Clinical Commissioning Group (CCG).

You requested the following information and our response is detailed below:

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

NHS Redditch and Bromsgrove CCG outsourced IT provision which uses their choice of toolset in this respect.

2. Who is your current vendor?

None, we don't have an IT Service Management system in the CCG.

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

November 2020

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

£0

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

NHS Redditch and Bromsgrove CCG does not have a current service desk tool to review, it is an outsourced service provision.

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

NHS Redditch and Bromsgrove CCG does not manage this in-house, the outsourced IT provider has a toolset.

Redditch and Bromsgrove Clinical Commissioning Group

7. Who is your current vendor?

None.

8. When does the contract with your current desktop provider end?

November 2020

9. How much does your current ITAM desktop tool cost annually?

£0

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

NHS Redditch and Bromsgrove CCG does not have a current desktop tool to review, it is an outsourced service provision.

11. Who is your primary IT company contact?

The IT company is outside of the CCG; therefore, this is not information that the CCG has responsibility of.

Right of appeal

Should you require any further information or clarification regarding this response, or do not feel that your request has been answered as you would expect, please contact the FOI team to discuss. However, if you remain dissatisfied with the service you have received in relation to your request and wish to request a review of our decision, this can be formally requested in writing and must be within a reasonable period of time (two calendar months) from the date this response was issued

Initially you should write to the freedom of information officer, either by email on MLCSU.FOITeam@nhs.net or post to Jubilee House, Lancashire Business Park, Leyland, PR26 6TR, specifying why you feel you have been wrongly denied access to the information requested. The freedom of information team will make sure your request is investigated by an independent reviewer who was not involved in the original consideration of your request and a written response will be provided within 20 working days.

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 complaints procedure provided by NHS Redditch and Bromsgrove CCG. The ICO can be contacted at:

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

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Redditch and Bromsgrove Clinical Commissioning Group

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- Full details of the document/information required for re-use sufficient for the NHS Redditch and Bromsgrove CCG to identify it
- The purpose for which the document/information is to be re-used

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<https://ico.org.uk/media/for-organisations/documents/1151/datasets-foi-guidance.pdf>

Yours faithfully

FOI Officer

On behalf of NHS Redditch and Bromsgrove CCG