Trust Headquarters
Nexus House
4 Gatwick Road
Crawley
West Sussex
RH10 9BG

Tel: 0300 123 0999
www.secamb.nhs.uk

Date:

Email:

Dear,

I am writing in response to your enquiry under the Freedom of Information Act 2000 (FOIA) reference FOI 240449.

You requested the following information, please also see our response below:

I am writing to you to submit a Freedom of Information (FOI) request regarding your ITSM software.

1. **Number of employees**

    4916 – excluding Bank

2. **Number of IT staff**

    53 – excluding Bank

3. **Current ITSM solution**

    Marval Service Manager

4. **Cloud or on-premise**

    Cloud

5. **If on-premise, do you have a cloud migration strategy?**

    N/A

6. **If yes, please share more details, including budget allocation.**

7. **Number of licenses**

    55 Named Licences

    42 Concurrent licences

8. **Length of contract**

    12 months

9. **Contract expiry date**

    January 2025

Contract review date

Currently under review.

10. **Annual cost of contract**

We are withholding this information as this is currently under review.

11. **Total cost of contract**

We are withholding this information as this is currently under review.

12. **Person responsible for the software and their contact details**

We are not disclosing this information under the FOI Act section 40(2). This would contravene the data protection principles.

it.marketing@secamb.nhs.uk

13. **Person responsible for any future projects on reviewing or replacing the software and their contact details.**

We are not disclosing this information under the FOI Act section 40(2). This would contravene the data protection principles.

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I hope you find this information of some assistance.

If for any reason you are dissatisfied with our response, kindly in the first instance contact Caroline Smart, Head of Information Governance via the following email address:

FOI@secamb.nhs.uk

Yours sincerely

Freedom of Information Coordinator
South East Coast Ambulance Service NHS Foundation Trust