

Date: Monday, 04th November 2019
Our Ref: MB/SS FOI 4098

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Re: Freedom of Information Request FOI 4098

We are writing in response to your request submitted under the Freedom of Information Act, received in this office on 04th November 2019.

Your request was as follows:

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

[Here at The Walton Centre Foundation Trust \(WCFT\) we use Layton ServiceDesk software products.](#)

Who is your current vendor?

[Here at WCFT Layton is our current vendor.](#)

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

[Here at WCFT the contract with our current service desk provider ends 30/03/2020.](#)

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

[Here at WCFT the current ITSM service desk tool £1305 annually.](#)

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

[Here at WCFT we will be looking to renew this Q1 2020](#)

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

[Here at WCFT the software product we are using to manage our desktops is Certero Asset Studio.](#)

Who is your current vendor?

[Here at WCFT our current vendor is Certero.](#)

When does the contract with your current desktop provider end?

[NA - Out of support](#)

How much does your current ITAM desktop tool cost annually?

NA - Out of support

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

Here at WCFT we will review our current desktop tool on Q4 2019.

Who is your primary IT company contact?

Here at WCFT our Head of IT is Justin Griffiths.

Please see our response above in [blue](#).

Re-Use of Public Sector Information

All information supplied by the Trust in answering a request for information (RFI) under the Freedom of Information Act 2000 will be subject to the terms of the Re-use of Public Sector Information Regulations 2005, Statutory Instrument 2005 No. 1515 which came into effect on 1st July 2005.

Under the terms of the Regulations, the Trust will licence the re-use of any or all information supplied if being used in a form and for the purpose other than which it was originally supplied. This license for re-use will be in line with the requirements of the Regulations and the licensing terms and fees as laid down by the Office of Public Sector Information (OPSI). Most licenses will be free; however the Trust reserves the right, in certain circumstances, to charge a fee for the re-use of some information which it deems to be of commercial value.

Further information can be found at www.opsi.gov.uk where a sample license terms and fees can be found with guidance on copyright and publishing notes and a Guide to Best Practice and regulated advice and case studies, at www.opsi.gov.uk/advice/psi-regulations/index.htm

If you are dissatisfied with the handling of your request, 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 the Freedom of Information Office at the address above.

Please remember to quote the reference number, FOI 4098 in any future communications.

If you are not content with the outcome of the internal review, you have the right to apply directly to the Information Commissioner for a decision. The Information Commissioner can be contacted at: Information Commissioners Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF.

Yours sincerely

Mike Burns

Mr. Mike Burns, Executive Lead for Freedom of Information