

Date: Thursday, 09th May 2024
Our Ref: MB/SH FOI 6293

Sid Watkins Building
Lower Lane
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Re: Freedom of Information Request FOI 6293

We are writing in response to your request submitted under the Freedom of Information Act, received in this office on 25th April 2024.

Your request was as follows:

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

1. Number of employees

The Walton Centre NHS Foundation Trust currently employs 1566 staff.

2. Number of IT staff

The WCFT have 25 IT staff.

3. Current ITSM solution

Atlassian JIRA.

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.

N/A

7. Number of licenses

50 Jira Service Management Agents / 100 Jira Software Premium Users / 15 BitBucket Users / 100 Jira Confluence Users

8. Length of contract

12 months.

9. Contract expiry date

22/04/2025

10. Contract review date

Approx. 3 months before expiry date - January 2025.

11. Annual cost of contract

£42,934.87

12. Total cost of contract

See Q10.

13. Person responsible for the software and their contact details

Chief Digital Information Officer - The Walton Centre NHS Foundation Trust does not disclose individual staff members contact details. You can write to staff using the address above or alternatively email wcf.enquiries@nhs.net asking for your correspondence to be forwarded on.

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

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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 6293 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 by:

Post: Information Commissioners Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF.

Online: <https://ico.org.uk/make-a-complaint/foi-and-eir-complaints/>

Telephone: 0303 123 1113

Yours sincerely

Mike Burns

Mr. Mike Burns, Executive Lead for Freedom of Information