



Kent and Medway
NHS and Social Care Partnership Trust

Information Governance & Records Management Department

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Sent via email

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Dear [REDACTED],

Request for Information

I write further to your request FOI ID 41295 under the Freedom of Information Act 2000 regarding: -

IT Management Tools

Your request is set out below:

Which Helpdesk tool does the IT department use for managing tickets?

Ivanti Service Desk

When was the tool purchased?

2016

When is the existing contract due to end?

May 2024

When does the trust intend to review the solution with a view to potential replacement?

The Trust are currently reviewing this solution.

Can you please let me know who is responsible for this solution?

Michele Curtis and Lee Burgess

Which software does the IT department use for performance monitoring of servers and infrastructure?

ITHealth

When was the tool purchased?

01/01/2020

When is the existing contract due to end?

31/01/2024

When does the trust intend to review the solution with a view to potential replacement?

The Trust has completed a review and will be renewing the contract with ITHealth.

Can you please let me know who is responsible for this solution?

Shawn O'Flanagan

Which endpoint management tool does the IT department use for managing computers/laptops/mobile devices/servers etc?

Ivanti End Point Manager

We are proud to be smoke free

Trust Chair – Dr Jackie Craissati
Chief Executive – Sheila Stenson

When was the tool purchased?

2016

When is the existing contract due to end?

May 2024

When does the trust intend to review the solution with a view to potential replacement?

The Trust are currently reviewing this solution.

Can you please let me know who is responsible for this solution?

Dean Stickells

Does the Trust have any solution in place to help with the management of power usage within the PC estate?

Yes

Which tool is in use?

Ivanti End Point Manager

When was the tool purchased?

2016

When is the existing contract due to end?

May 2024

When does the trust intend to review the solution with a view to potential replacement?

The Trust are currently reviewing this solution.

Can you please let me know who is responsible for this solution?

Dean Stickells

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?

Approx 28k for support and maintenance per annum as perpetual licences owned since 2016

I confirm that the information above completes your request under the Freedom of Information Act 2000. I am also pleased to confirm that no charge will be made for this request.

If you have any questions or concerns or are unhappy with the response provided or the service you have received you can write to the Head of Information Governance at the address on top of this letter. If you are not content with the outcome of your complaint, you may apply directly to the Information Commissioner for a decision.

Yours Sincerely

On Behalf of
The Information Governance Department