

Standing Way
Eaglestone
Milton Keynes
MK6 5LD
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Request under Freedom of Information Act 2000

Thank you for your request for information which we received on 19th December 2023. I am pleased to confirm the following.

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

When was the tool purchased? FreshService was purchased in April 2020.

When is the existing contract due to end? The contract is due to end in April 2026.

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

The trust intends to review the solution with a view to potential replacement Jan 2026.

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

The Head of IT Tech Services.

Which software does the IT department use for performance monitoring of servers and infrastructure? The software used is MS Azure ARC.

When was the tool purchased? MS Azure ARC is free software which the Trust started using in 2022.

When is the existing contract due to end? NA.

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

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

The Head of IT Tech Services.

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

When was the tool purchased? MS Intune was purchased in 2018.

When is the existing contract due to end? February 2025.

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

The Trust intends to review the solution with a view to potential replacement in 2025.

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

The Head of IT Tech Services.

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

No, other than the standard functionality in Group Policy & Intune.

Which tool is in use? NA.

When was the tool purchased? NA.

When is the existing contract due to end? NA.

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

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

The Head of IT Tech Services.

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?

FreshService - ~£50K per year. Intune is purchased as part of suite of 365 products, it is therefore difficult to define exact cost of this element.

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If you need any further assistance, please do not hesitate to contact us at the address above.

Yours sincerely,

Freedom of Information Co-ordinator
For and on behalf of Milton Keynes Hospital NHS Foundation Trust

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