

***Request under Freedom of Information Act 2000***

Thank you for your request for information which we received on Thursday 25<sup>th</sup> April 2024. I am pleased to confirm the following.

**• Number of employees.**

4018

**• Number of IT staff.**

~100.

**• Current ITSM solution.**

FreshService.

**• Cloud or on-premises.**

Cloud.

**• If on-premises, do you have a cloud migration strategy?****• If yes, please share more details, including budget allocation.****• Number of licenses.**

~100.

**• Length of contract.**

3 Years.

**• Contract expiry date.**

April 2026.

**• Contract review date.**

April 2026.

• **Annual cost of contract.**

Commercially sensitive

• **Total cost of contract.**

Commercially sensitive

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

Head of Technical Services.

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

Head of Technical Services.

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If you are unhappy with the information received in response to this request, please address your complaint to the Patient Affairs Office at Milton Keynes Hospital NHS Foundation Trust, Standing Way, Eaglestone, Milton Keynes MK6 5LD. If, after exhausting our internal process, you are still unhappy with the information received, you may write to the Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF.

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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