

FOI Team | Optum Health Systems Support

South Kesteven District Council Offices,  
St Peters Hill  
Grantham  
Lincolnshire,  
NG31 6PZ

25<sup>th</sup> November 2019

Dear Requester

## **FREEDOM OF INFORMATION REQUEST - RESPONSE**

**FOI Reference: OPTUM FOI 400-804– LE CCG**

I refer to your email received on 5<sup>th</sup> November 2019. I can confirm on behalf of NHS Lincolnshire East Clinical Commissioning Groups (CCG) supported by Optum Commissioning Support Services, and in accordance with S.1 (1) of the Freedom of Information Act 2000 (FOIA) that we do hold the information you have requested. A response to each element of your request is detailed below:

### **REQUEST & RESPONSE**

1. What software product(s) are you using to manage your IT Service Management (e.g. ServiceNow, Cherwell, Hornbill etc.)?
2. Who is your current vendor?
3. When does the contract with your current service desk provider end?
4. How much does your current ITSM service desk tool cost annually?
5. When will you be looking to review your current service desk tool?

### **RESPONSE**

In response to questions 1-5 above, please be advised the CCG does not hold the information you have requested as the CCGs do not own or manage any Service Desk Software as this is managed by AGEM . Should you wish to contact the FOI Team within AGEM please send an email to: [england.contactus@nhs.net](mailto:england.contactus@nhs.net)

I trust that this answers your queries with the information we currently hold, but if we can be of any further assistance please do not hesitate to contact the FOI Team.

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

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If you are not content with the outcome of your complaint, you may apply directly to the Information Commissioner for a decision. Generally, the ICO cannot make a decision unless you have exhausted the complaints procedure provided by the CCGs.

The Information Commissioner's contact details can be found here:

<https://ico.org.uk/global/contact-us/>

All information we have provided is subject to the provisions of the Re-use of Public Sector Information Regulations 2015. Accordingly, if the information has been made available for re-use under the [Open Government Licence](#) (OGL) a request to re-use is not required, but the licence conditions must be met. You must not re-use any previously unreleased information without having the consent from the CCG. Should you wish to re-use previously unreleased information then you must make your request in writing (email will suffice) to the FOI Lead. All requests for re-use will be responded to within 20 working days of receipt.

Yours faithfully

**FOI Team**

**On behalf of NHS Lincolnshire East CCG**