

**Freedom of Information Request****Ref: UHB 17-592**

Date 10 October 2017

[REDACTED]

[REDACTED]

[REDACTED]

Thank you for your request for information under the Freedom of Information Act 2000. The Trusts response is as follows:

**1. What software product(s) are you using to manage your IT Service Management (e.g. Landesk, ServiceNow, Cherwell, Hornbill etc.)?**

Zoho Servicedesk

**2. When does the contract with your current service desk provider end?**

July 2018

**3. How much does your current ITSM service desk tool cost annually?**

This is commercially sensitive information and will not be shared at an organisational level. Section 43 of the FOI Act provides that information is exempt if its disclosure would, or would be likely to prejudice the commercial interests of any person. Therefore; we are withholding this information at this time.

**4. When will you be looking to review your current service desk tool?**

July 2018

When assessing whether or not it was in the public interest to disclose the information to you, we took into account the following factors:

**Public interest considerations favouring disclosure**

There is a public interest in disclosing information to facilitate accountability and transparency in the spending of public money.

There is a public interest in ensuring that companies are able to compete fairly.

There is also a public interest in ensuring that this is competition for public sector contracts.

## **Public interest considerations favouring withholding the information**

Against disclosure is that the release of the requested information is commercially sensitive in that disclosing this information would reduce the number of companies willing to do business with the public sector, leading to reduced competition and increased costs.

Against disclosure is the public interest is the potential that by releasing the requested information would or would prejudice someone's commercial interests i.e. damage a company's reputation or the confidence that customers, suppliers or investors may have in a company.

We have considered whether it would be in the public interest for us to provide you with the requested information, despite the exemption being applicable. In this case, I have concluded that the public interest favours withholding the information. We reached the view that, on balance, the public interest is better served by withholding this information under Sections 43 of the Freedom of Information Act at this time.

This concludes our response. We trust that you find this helpful, but please do not hesitate to contact us directly if we can be of any further assistance.

If, after that, 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:

Trust Secretary  
University Hospitals Bristol NHS Foundation Trust  
Trust Headquarters  
Marlborough Street  
Bristol  
BS1 3NU

Please remember to quote the reference number above 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 at: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF

To view the Freedom of Information Act in full please click [here](#).

Yours sincerely,

