



**GIG**  
CYMRU  
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WALES

Bwrdd Iechyd Prifysgol  
Bae Abertawe  
Swansea Bay University  
Health Board

Cadeirydd Dros Dro/ Interim Chair: **Emma Woollett**  
Prif Weithredwr/Chief Executive: **Tracy Myhill**

**gofalu am ein gilydd, cydweithio, gwella bob amser**  
**caring for each other, working together, always improving**

Rydym yn croesawu gohebiaeth yn y Gymraeg ac yn y Saesneg. We welcome correspondence in Welsh or English.

Dyddiad/Date: 27<sup>th</sup> November 2019  
Ein Cyf / Our Ref: 19-K-003

☎ 01639 648363

✉ FOIA.Requests@wales.nhs.uk

[REDACTED]  
[REDACTED]

Corporate Services  
Headquarters  
1 Talbot Gateway  
Baglan  
Port Talbot, SA12 7BR

[REDACTED],

I refer to your Freedom of Information Act Request acknowledged by ourselves on 4<sup>th</sup> November 2019. Your request sought information relating to IT Service Management.

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

SERVICEPOINT

**Who is your current vendor?**

NWIS (NHS Wales Informatics Service)

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

No contract, part of the Service Level Agreement with Swansea Bay UHB

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

NWIS provide the Service to Health Boards as part of the service level agreement. There are no costs identified for this.

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

No plan in place to review currently.

**What software product(s) are you using to manage your desktops ITAM e.g SCCM, Manage engine etc.)?**

Swansea Bay University Health Board use SNOW and SCCM.

**Who is your current vendor?**

For SCCM the contract is with our Microsoft Enterprise Agreement which works across the Welsh Health Boards. SNOW is purchased through Trustmarque.



Pencadlys BIP Bae Abertawe, Un Porthfa Talbot, Port Talbot, SA12 7BR / Swansea Bay UHB Headquarters, One Talbot Gateway, Port Talbot, SA12 7BR

Bwrdd Iechyd Prifysgol Bae Abertawe yw enw gweithredu Bwrdd Iechyd Lleol Prifysgol Bae Abertawe  
Swansea Bay University Health Board is the operational name of Swansea Bay University Local Health Board

## **When does the contract with your current desktop provider end?**

28<sup>th</sup> February 2021

## **How much does your current ITAM desktop tool cost annually?**

For SCCM the contract is with our Microsoft Enterprise Agreement, this isn't costed individually as the Microsoft Enterprise Agreement works across all Welsh Health Boards.

The cost of the SNOW contract has been withheld. Section 43 of the Act sets out an exemption for the right to know if release of the information is likely to prejudice the commercial interests of any person (a person may be an individual, a company, the public authority itself or any other legal entity). Section 43 is a qualified exemption. That is, it is subject to the public interest test.

The contract referred to is due for renewal and therefore the tendering process is imminent. Therefore although there is a public interest in the scrutiny of how public money is spent, the timing of the release of this information in a commercial environment is of critical importance. Releasing this information at this present time could be disadvantageous to the Health Board. To disclose the expenditure would give unfair advantage to potential bidders/competitors and could lead to distorted pricing in the market. In addition to the pricing sensitivities, disclosure may compromise the delivery of value for money, when the contract is renewed. In conclusion we feel we feel that the public interest in withholding the information outweighs the public interest in releasing at this time.

## **When will you be looking to review your current desktop tool?**

SNOW - January 2021 as part of the EA consideration

SCCM - June 2022

## **Who is your primary IT company contact?**

Matt John

Associate Director of Digital Services

Chief Digital Officer

Swansea Bay University Health Board

I hope this information is helpful. If you require anything further please contact us at [FOIA.Requests@wales.nhs.uk](mailto:FOIA.Requests@wales.nhs.uk).

Under the terms of the Health Board's Freedom of Information policy, individuals seeking access to recorded information held by the Health Board are entitled to request internal review of the handling of their requests. If you would like to complain about the Health Board's handling of your request please contact me directly at the address below or register your complaint via [FOIA.Requests@wales.nhs.uk](mailto:FOIA.Requests@wales.nhs.uk).

If after Internal Review you remain dissatisfied you are also entitled to refer the matter to the information commissioner at the Information Commissioner's Office (Wales), 2<sup>nd</sup> Floor, Churchill House, Churchill Way, Cardiff, CF10 2HH. Telephone Number: 029 2067 8400.

Yours sincerely



P. a. wenger

Pam Wenger  
**Director of Corporate Governance**

