

Wrightington, Wigan and Leigh Teaching Hospitals

NHS Foundation Trust

Information Governance Department

Suite 9
Buckingham Row
Brick Kiln Lane
Wigan
WN1 1XX

Email: foi@wwl.nhs.uk
Web: www.wwl.nhs.uk

Ref: FOI/2024/10427

Date Received: 15th January 2025

Response Due: 12th February 2025

Date: 30th January 2025

Dear Sir/Madam

With reference to your request for information received on 15th January 2025, I can confirm in accordance with Section 1 (1) of the Freedom of Information Act 2000 that we do hold the information you have requested. A response to each part of your request is provided below.

In your request you asked:

I am writing to request information under the Freedom of Information Act regarding the running costs of your IT service management system (ITSM) at your organisation.

Specifically, I am requesting information on the following:

- 1. Running costs: Please provide the past 3 years costs (for clarity, these refer to your financial year whatever that may be).**

	Item	2024	2023	2022	Total
1.1	Implementation	The Trust is unable to release the breakdown of the costs as this would fall under the Section 43 exemption. Therefore, the total costs have been provided below.			
1.2	Subscription / Licencing				
1.3	Support				
1.4	Professional Services (project work etc)				
1.5	Managed Services (where applicable)				
	Total:	57,046.69	57,046.69	57,046.69	171,140.07
1.6	Approximate Staff costs ass'c with running the platform	N/A	N/A	N/A	N/A
	And/Or				
1.7	Number of FTE associated to platform operations (if unable to provide answer to 6)	0.1	0.1	0.3	0.5

Implementation: if your system was implemented in the last 3 years, please provide the start and finish date or duration of this implementation project

- 2. Service Management System Vendor: Which vendor provided the service management system software (e.g., ServiceNow, Jira Service Management, Halo, Freshservice, Ivanti, Xurrent/4me, ManageEngine etc.)?**
Hornbill.
- 3. Scope: Please provide the business scope of your system, does it include business functions outside of IT (e.g., HR Case Management, Facilities, Finance etc.)?**
System is used within IM&T/Digital Services Department, but nothing outside of Digital/IM&T.
- 4. Users: How many agent (fulfillers/users) licences do you have?**
106.

Section 43(2) – Commercial interests

Information regarding the cost breakdown has been withheld under section 43(2) of the FOIA if its disclosure would be likely to prejudice the commercial interests of the Trust.

Section 43 of the FOIA is a qualified exemption and is subject to the Prejudice Test and the Public Interest Test.

Prejudice test

We confirm that we have carried out a full prejudice test and that, on the balance of probability, the Trust's interests would be prejudiced in the event of disclosure. Therefore, we confirm that the Prejudice Test is engaged.

Public interest test

We have also carried out the Public Interest Test to ascertain whether the public interest in disclosure outweighs the public interest in withholding the requested information:

Public interest in disclosure of the information:

- We acknowledge that there is public interest in transparency around how the Trust engages with suppliers and procurement.
- We acknowledge that there is public interest in the Trust's finances.

Public interest in withholding of the information:

- **Protecting public finances** – As a public authority, the Trust must ensure that it obtains the best value for money. Disclosure of the information would be likely to affect the quality of future offers provided to the Trust. It is therefore firmly in the public interest not to disclose any information which would affect commercial offers made to the Trust, which in turn will affect the Trust's finances.
- **Ensuring fair competition** – Information provided to the Trust during the procurement process contains sensitive competition information. It is not in the public interest to disclose information which would affect free and fair competition.
- **Transparency** – We understand that there is public interest in how the Trust engages with suppliers. However, we consider that the information held by the Trust would not significantly further the public

understanding of its relationship with these suppliers beyond what has already been disclosed in this response.

• **Reputation damage or loss of confidence** - It is firmly in the public interest that the Trust takes all steps to protect its reputation around information handling. It is not in the public interest to do anything which would jeopardise our ability to maintain strong working relationships with third parties.

If you are not entirely satisfied with this response, please do not hesitate to contact the Information Governance Department via the email address provided. If we do not hear from you within 40 days, we will assume that we have been able to accommodate your request under the Freedom of Information Act 2000.

Yours sincerely,

A handwritten signature in black ink, appearing to read 'Garry Harris', with a long horizontal stroke extending to the right.

Garry Harris
Deputy Director Digital & Chief Technology Officer

PLEASE NOTE:

If you are unhappy with the service you have received in relation to your request and wish to make a complaint or request a review of our decision, you should write to: Information Governance Department, Wrightington, Wigan and Leigh NHS Foundation Trust, Suite 9, Buckingham Row, Brick Kiln Lane, Wigan, WN1 1XX.

If you are not content with the outcome of your complaint, you may apply directly to the Information Commissioner for a decision at:

The Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire, SK9 5AF

Helpline number: 0303 123 111