



Lincolnshire
Integrated Care Board

Lincolnshire Integrated Care Board

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FREEDOM OF INFORMATION – DECISION NOTICE

22 February 2024

Dear Requester

FOI Reference Number: 72404

I refer to your email of 29 January 2024 requesting information in relation to ICT services.

I can confirm on behalf of NHS Lincolnshire Integrated Care Board (ICB) and in accordance with S.1 (1) of the Freedom of Information Act 2000 (FOIA) that we do not hold the information that you have requested. A response to each element of your request is detailed below.

The ICB does not hold the information sought below. That is because IT services are part of a wider Service Level Agreement with Arden & GEM CSU and power provided by NHS Property Services. The CSU can be contacted at [NHS England » Freedom of Information Act and Environmental Information Regulations](#) and NHSPS at [NHS Property Services | Freedom of Information](#)

Please note the ICB is not a trust.

Would you be kind enough to let me know the answers to the following questions?

Which Helpdesk tool does the IT department use for managing tickets?

When was the tool purchased?

When is the existing contract due to end?

When does the trust intend to review the solution with a view to potential replacement?

Can you please let me know who is responsible for this solution?

Which software does the IT department use for performance monitoring of servers and infrastructure?

When was the tool purchased?

When is the existing contract due to end?

When does the trust intend to review the solution with a view to potential replacement?

Can you please let me know who is responsible for this solution?

Which endpoint management tool does the IT department use for managing computers/laptops/mobile devices/servers etc?

When was the tool purchased?

When is the existing contract due to end?

When does the trust intend to review the solution with a view to potential replacement?

Can you please let me know who is responsible for this solution?

Does the Trust have any solution in place to help with the management of power usage within the PC estate?

Which tool is in use?

When was the tool purchased?

When is the existing contract due to end?

When does the trust intend to review the solution with a view to potential replacement?

Can you please let me know who is responsible for this solution?

Lastly, as this is a matter of public record and is attainable in your spend reports, can you please confirm roughly how much each of the above solutions cost?

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

Arden & GEM Greater East Midlands Commissioning Support Unit
FOI TEAM/Corporate Communications Team
1st Floor, St John's House
East Street
Leicester
LE1 6NB

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 decide unless you have exhausted the complaints procedure provided by the ICB.

The Information Commissioner can be contacted at: telephone 0303 123 1113, email icocasework@ico.org.uk and <https://ico.org.uk/global/contact-us/>

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<http://www.nationalarchives.gov.uk/doc/open-government-licence/version/3/>

Yours faithfully
Corporate Senior Manager
Arden & GEM CSU

**On behalf of
NHS Lincolnshire ICB**