

Freedom of Information Request: Our Reference CTMUHB_351_22

You asked:

Please could you provide the following information:

- **Number of Employees**

14000.

- **Number of IT Staff**

150.

- **The name of your current IT Service Management Software and the company that supplies it**

The tool is called Service Point – It has been developed in house as a national solution across NHS Wales, and is hosted on-premise at [Digital Health and Care Wales](#) (DHCW).

- **Whether this is a Cloud / SaaS or On-Premise Solution**

Please see response above.

- **The number of licences and whether these are Named or Concurrent**

Licenses aren't applicable due to being developed in house.

- **The length of your current contract for this Software / Service**

N/A.

- **The contract expiry date, and whether you intend to change it**

N/A.

- **The Contract Review Date: (approximate date of when the organisation is planning to review this contract.):**

N/A.

- **The Annual cost of the contract**

N/A.

- **The Total cost of the contract**

N/A.

- **The person responsible for this Software / Service and their contact details (name + email + direct phone number if possible)**

This is a national solution across NHS Wales. Therefore, please contact [DCHW](#) directly for this information.

- **The lead person to contact about any future projects to review or replace this Software / Service, and their contact details (name + email + direct phone number if possible)**

As above.

If this solution is currently on Premise, please could you also provide the following information:

- **Do you have a cloud migration strategy?**

No.

- **If so, is there specific budget allocated to this?**

No.

- **Would you be looking to move to a cloud service at the end of the current contract?**

N/A.