

Sent via email to:

[REDACTED]

**Information Governance**

Christopher Ward, West Pavilion  
St Charles Centre for Health & Wellbeing  
Exmoor Street  
London  
W10 6DZ

Our ref: FOI/2016/010

[www.clch.nhs.uk](http://www.clch.nhs.uk)

17<sup>th</sup> February 2016

[foi.request@clch.nhs.uk](mailto:foi.request@clch.nhs.uk)

Dear [REDACTED]

**Freedom of Information Act 2000 request:** *FOI & Asset Management software*

With reference to your request for information, dated 28<sup>th</sup> January, made under section 1(1) of the Freedom of Information Act, I am writing to inform you of the outcome of your information request.

You asked the following:

**1. What (if any software) do you use to monitor/process FOI requests?**

Microsoft Excel.

**2. Is that software externally purchased, if so please can you provide the name of the company**

Microsoft.

**3. Please provide the cost of purchasing it or the cost of the internal development**

The software is procured via the Department for Health Enterprise Wide Agreement with Microsoft for software licensing.

**4. What software do you use to look after your organisations assets?**

ServiceNow, Trackit and Microsoft Excel.

**5. Is that software externally purchased, if so please can you provide the name of the company**

Microsoft, ServiceNow and Marval.

**6. Please provide the cost of purchasing it or the cost of the internal development**

Microsoft excel - procured via the Department for Health Enterprise Wide Agreement with Microsoft for software licensing.

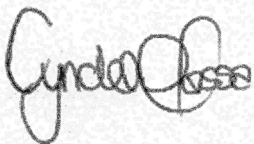
ServiceNow – annual subscription cost: £39,102.00

Trackit – No longer have subscription/ annual fees.

This completes our response to your request for information. If you are unhappy with our response, please write to us giving your reasons and we will address them. If you remain dissatisfied you are entitled to appeal to the Information Commissioner:

Customer Contact  
Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow SK9 5AF  
Tel: 0303 123 1113  
[http://ico.org.uk/concerns/getting/report\\_concern\\_foi](http://ico.org.uk/concerns/getting/report_concern_foi)

Yours sincerely,



**Cyndee Massa**  
**Information Governance Facilitator**  
**Central London Community Healthcare NHS Trust**