

Our Reference     North East and North Cumbria  
ICB\FOI ICB740

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By Email

23 February 2024

Dear Applicant

**Freedom of Information Act 2000 – Request for Information – NHS North East and North Cumbria Integrated Care Board (NENC ICB)**

Thank you for your request received by North of England Commissioning Support (NECS) on 29 January 2024 for information held by NHS North East and North Cumbria Integrated Care Board (NENC ICB) under the provisions of the Freedom of Information Act 2000.

NENC ICB covers the areas of County Durham, Gateshead, Newcastle, North Cumbria, North Tyneside, Northumberland, South Tyneside, Sunderland, and Tees Valley (which covers the 5 councils that make it up – Darlington, Hartlepool, Middlesbrough, Redcar & Cleveland and Stockton-on-Tees).

Please find the information you requested on behalf of the ICB as follows.

**Your Request and our response**

We can confirm, as per Section 1(1) of the Freedom of Information Act 2000, the ICB holds some of the information you have requested.

**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?**

*NENC ICB do not have an IT service desk, it is provided by the IT provider, North of England Commissioning Support (NECS). However, under the NHS openness, we would advise this is BMC Helix*

**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?**

*NENC ICB do not hold any of the information requested above - this information is held by the IT provider via [NECSU.FOI@nhs.net](mailto:NECSU.FOI@nhs.net) .*

**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?**

*NENC ICB do not hold any of the information requested above - this information is held by the IT provider.*

**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?**

*NENC ICB do not hold any of the information requested above - this information is held by the IT provider.*

**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?**

*NENC ICB do not hold any of the information requested above - this information is held by the IT provider.*

**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?**

*NENC ICB do not hold this information, this is part of a larger IT contract with the IT supplier and cannot be disaggregated from the total cost.*

In accordance with the Information Commissioner's directive on the disclosure of information under the Freedom of Information Act 2000 your request will form part of our disclosure log. Therefore, a version of our response which will protect your anonymity will be posted on the NHS ICB website <https://northeastnorthcumbria.nhs.uk/>.

If you have any queries or wish to discuss the information supplied, please do not hesitate to contact me on the above telephone number or at the above address.

If you are unhappy with the service you have received in relation to your request and wish to request a review of our decision, you should write to the Senior Governance Manager using the contact details at the top of this letter quoting the appropriate reference number.

If you are not content with the outcome your review, you do have the right of complaint to the Information Commissioner as established by section 50 of the Freedom of Information Act 2000. Generally, the Information Commissioner cannot make a decision unless you have exhausted the complaints procedure provided by the North of England Commissioning Support Unit.

The Information Commissioner can be contacted at:

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

[www.ico.org.uk](http://www.ico.org.uk)

Any information we provide following your request under the Freedom of Information Act will not confer an automatic right for you to re-use that information, for example to publish it. If you wish to re-use the information that we provide and you do not specify this in your initial application for information then you must make a further request for its re-use as per the Re-Use of Public Sector Information Regulations 2015 [www.legislation.gov.uk](http://www.legislation.gov.uk) . This will not affect your initial information request.

Yours sincerely

*Paul Atkinson*

**Paul Atkinson**  
**Information Governance Officer**