

Ref. No: 2683
Date: 07/07/26
Subject: IT service desk/helpdesk

REQUEST & RESPONSE

Is the Trust's IT service desk/helpdesk managed by the Trust's internal team/s or outsourced in whole or part?

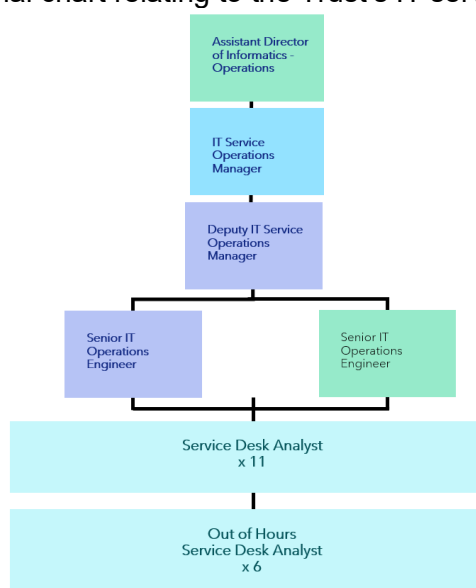
The Service Desk is wholly managed Internally.

2. What, if any, elements of the IT service desk/helpdesk and clinical system management are provided through an external managed service provider or external resource?

No aspects of the IT service desk are managed by an external provider. Some Clinical Systems are hosted and managed by their respective service providers.

3. Please provide details of any current organisational charts, governance documents, operating models, or role descriptions relating to the Trust's IT service desk/helpdesk, including the use of internal staff, contractors, temporary resource augmentation, or managed service providers

Organisational chart relating to the Trust's IT service desk:



4. Please provide details of any third-party suppliers, frameworks, or managed service providers currently supporting the Trust's service desk and/or helpdesk management and clinical system support functions, including:

No managed Services support the IT Service Desk

- supplier name;
- service provided;
- contract start/end dates;
- procurement framework used (if applicable); and
- annual contract value where held.

5. Please provide details of any current or planned digital transformation programmes, improvement initiatives or projects related to the delivery of IT service management, IT service desk/helpdesk and end user computing services

- **Ongoing development of an AI-enabled virtual assistant integrated with Microsoft Teams and the IT service management platform.**
- **Continued expansion of automation and workflow optimisation within the IT service management platform, including self-service capabilities, automated approval processes and integration with reporting and collaboration tools.**
- **Planned enhancement of the IT Self-Service Portal, including a more modern user interface and the introduction of dynamic forms designed to improve the user experience and streamline request fulfilment.**
- **Ongoing work to standardise and modernise endpoint and device management processes as part of the wider digital infrastructure strategy.**
- **Ongoing end user device refresh programmes, including replacement of ageing desktops, laptops and clinical end-user devices to improve reliability, performance and cyber security.**

6. Please provide details of any planned or anticipated procurement exercises, contract renewals, workforce expansion programmes, or technology investments relating to IT service management and IT service desk/helpdesk services that are currently approved or in procurement planning documentation.

None