



Freedom of Information request & West Norfolk CCG response

WN-2016-00025 – IT Service Desk Provision

1. What IT Service Desk / Helpdesk is currently in place?

NHS West Norfolk CCG currently commissions NEL Commissioning Support Unit to provide this service.

2. Do you offer any kind of Remote Support to end users, if so – What tools are being used for this?

NHS West Norfolk CCG do not offer any kind of remote support to end users as this service is provided by NEL Commissioning Support Unit. The CSU have confirmed they use Simple Help.

3. How many active users do you have working in your internal IT Service / Helpdesk team?

The information requested is not held. The CCG procures IT and GP IT services wholly from NEL Commissioning Support Unit. This is a fully managed service. Please direct this question to NEL CSU via their [website](#) for details of the number of users they have working on their helpdesk team.

4. How many devices / endpoints and users do you provide support to?

NHS West Norfolk CCG do not provide any user support in relation to IT services. All members of the CCG are provided support by the IT service provided by NEL Commissioning Support Unit.

5. **How many CCGs, GPs and other organisations do you provide support IT support to?**

None

6. **When are your agreements valid until with all existing providers mentioned on above questions?**

NHS West Norfolk CCG's contract with NEL Commissioning Support Unit for IT support is due to end September 2017.

7. **What is the hierarchical internal IT structure including names, job titles and contact details?**

The information requested is not held. The CCG procures IT and GP IT services wholly from NEL Commissioning Support Unit. This is a fully managed service. Please direct this question to NEL CSU via their [website](#) for details of their structure chart.

8. **What have you got planned for Service Desk / Helpdesk suite of tools and overall department over 2016 and beyond?**

There are currently no plans in place.

9. **Who are the best points of contact to review and discuss change from the existing service desk / helpdesk tools?**

NEL Commissioning Support Unit.

10. **How long have the existing suite of tools been in place?**

Over 3 years.