

Request title:

## Facilities Management System

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Reference Number: F1911

Date of Response: 25/03/2019

Further to your Freedom of Information Act request, please find the Trust's response, in **blue bold text** below:

### **Request and Royal Devon and Exeter NHS Foundation Trust Response**

1. Does your NHS Trust use a computer assisted facilities management system?  
**YES**
2. If no, are there ongoing plans to purchase a computer assisted facilities management system in the future?  
**This question is not applicable**
3. What is the name of the computer assisted facilities management system (product name) and which company is it purchased from?  
**Micad**
4. Provide brief information on the process in use at the NHS Trust to manage reactive and planned maintenance work including how this is recorded and scheduled.  
**Maintenance work is planned via the planning module in Micad.  
Reactive work is received via online helpdesk module and physical helpdesk staff and relayed to maintenance personal as required.  
Completion of all work is recorded in the Micad database.**
5. Value of the current contract, date of commencement and date of expiry.  
**The Trust has declined to provide you with the information requested under exemption 43, section (2) of the Freedom of Information Act, which states that:**  
  
**Information is exempt information if its disclosure under this Act would, or would be likely to, prejudice the commercial interests of any person (including the public authority holding it)**  
  
**Under Section 2, information is exempt information if its disclosure under this Act would, or would be likely to, prejudice the commercial interests of any person; in this instance the Trust considers that it would compromise the companies concerned, and in turn the RD&E Trust itself.**  
  
**Please find attached full exemption.**
6. Who is responsible for ensuring the computer assisted facilities management system meets the NHS Trust's requirements?  
**Head of Estates, Head of Facilities**