

Freedom of Information Act 2000 disclosure log entry

Reference

23-24164

Date response sent

11/08/23

Subject

Last Two ITSM Solutions since 2010,

Details of enquiry

1. Please list the last two ITSM solutions utilised within your organisation since 2010 (not including the currently utilised solution)?
2. Between what years were these in usage?
3. What were the principal drivers behind the decision to change?

Response sent

We have only ever used one ITSM solution:

Solution name	Years in use – from	Years in use - to	Principal drivers for change
Hornbill	05/04/2017	In current use	Growth of IT service desk function within the Trust meant that using just Outlook was insufficient, so moved to a more advanced ticketing system