

FOI REF: 23/272

2nd May 2023

Tel: 0300 131 4500
Website: www.esht.nhs.uk

FREEDOM OF INFORMATION ACT

I am responding to your request for information under the Freedom of Information Act. The answers to your specific questions are as follows:

1. **What IT Service management (ITSM) platform are you currently using? (e.g. ServiceNow, BMC, Freshworks, 4ME) Please provide the platform name.**

[Zenworks.](#)

2. **When is your current ITSM platform contract due for renewal? Please provide month/year.**

[31st October 2023.](#)

3. **Who (if there is one) is your current supplier of professional and managed services for your ITSM platform?**

[MicroFocus.](#)

4. **How many user licences do you have for your ITSM platform?**

[8000.](#)

If I can be of any further assistance, please do not hesitate to contact me.

Should you be dissatisfied with the Trust's response to your request, you have the right to request an internal review. Please write to the Freedom of Information Department (esh-tr.foi@nhs.net), quoting the above reference, within 40 working days. The Trust is not obliged to accept an internal review after this date.

Cont.../

Should you still be dissatisfied with your FOI request, you have the right of complaint to the Information Commissioner at the following address:

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

Telephone: 0303 123 1113

Yours sincerely

Linda Thornhill (Mrs)
Corporate Governance Manager
esh-tr.foi@nhs.net