

FOI REF: 23/504

24th October 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:

Please can I request answers to the following questions, please complete the table below where possible. This is for public interest research to identify trends over time.

- 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?**

Solution name	Years in use – from	Years in use - to	Principal drivers for change
Marval	2010	2020	Stopped outsourcing the service desk
Zendesk	2020	2023	Still in use

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.

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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
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