29 August 2023

Our reference: FOI DA4862a

I am responding to your request for information received 8 August 2023. This has been treated as a request under the Freedom of Information Act 2000.

I am now enclosing a response which is attached to the end of this letter. Please do not hesitate to contact me on the contact details above if you have any further queries.

Yours sincerely,

Information Rights Coordinator

We promise to work together creatively to: learn 'what matters' to everyone, achieve a better quality of life and continuously improve our services.
We care . We respect . We are inclusive

Interim Chief Executive: Lorraine Sunduza
Chair: Eileen Taylor

Request 2:

Question 1: **Many thanks for this information, would it be possible to confirm that the Trust utilises 2 ITSM solutions concurrently presently?**

I ask this as it reads as though both Hornbill and ServiceNow are in use? (I could be misreading it however).

Answer: The Trust can confirm that Hornbill has been in use from 2010 to 2019 and ServiceNow was our ITSM solution from 7 March 2019.

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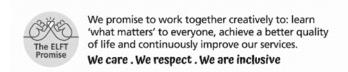
The ELFT Promise

Interim Chief Executive: Lorraine Sunduza
Chair: Eileen Taylor

Original Request: Please can I request answers to the following questions, please complete the table below where possible.

- **Please list the last two ITSM solutions utilised within your organisation since 2010 (not including the currently utilised solution)?**
  - **Examples include ServiceNow, BMC, Ivanti, Marval, HPOV, Hornbill, Freshservice etc**
  - **If the currently utilised solution has been in situ for this time, please state that.**
- **Between what years were these in usage?**
- **What were the principal drivers behind the decision to change?**

Answer: Please see table below:

Solution name	Years in use – from	Years in use - to	Principal drivers for change
Hornbill	2010	Present	N/A
ServiceNow	N/A	N/A	Not applicable as currently used solution has not been in situ since 2010.

Interim Chief Executive: Lorraine Sunduza
Chair: Eileen Taylor