

Ref: FOI/GS/ID 8388

**Please reply to:**  
FOI Administrator  
Trust Management  
Maidstone Hospital  
Hermitage Lane  
Maidstone, Kent  
ME16 9QQ  
Email: [mtw-tr.foiadmin@nhs.net](mailto:mtw-tr.foiadmin@nhs.net)  
[www.mtw.nhs.uk](http://www.mtw.nhs.uk)

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### **Freedom of Information Act 2000**

I am writing in response to your request for information made under the Freedom of Information Act 2000 in relation to ITSM solutions.

*You asked: All questions are shown as received by the Trust.*

- *Please list the last two ITSM solutions utilised within your organisation since 2010 (not including the currently utilised solution)?*
  - o *Examples include ServiceNow, BMC, Ivanti, Marval, HPOV, Hornbill, Freshservice etc*
  - o *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?*

Trust response:

<b>Solution name</b>	<b>Years in use – from</b>	<b>Years in use - to</b>	<b>Principal drivers for change</b>
Ivanti Landesk	2016	2019	End of contract
IT Support outsourced	2003	2016	IT support brought in house