

Reference Number: FOI202324//039
From: Commercial
Date: 24 April 2023
Subject: The Trust's use of IT Service management (ITSM) platform

Q1 What IT Service management (ITSM) platform are you currently using? (e.g. ServiceNow, BMC, Freshworks, 4ME) Please provide the platform name.

A1 [Sostenuto](#)

Q2 When is your current ITSM platform contract due for renewal? Please provide month/year.

A2 [Information not held – this system is provided via a 3rd party. The contract is not held with the Trust](#)

Q3 Who (if there is one) is your current supplier of professional and managed services for your ITSM platform?

A3 [iMerseyside NHS](#)

Q4 How many user licences do you have for your ITSM platform?

A4 [Information not held - we don't have a prescribed number of licenses. iMerseyside will have an amount but as we don't own the system, we are able to use their quota](#)