Reference Number:	FOI202425/452
From:	Commercial
Date:	15 January 2025
Subject:	ITSM Software Expenditure

Q1   Running costs: Please provide the past 3 years costs (for clarity, these refer to your financial year whatever that may be).
Item   2024   2023   2022   Total
1.1   Implementation
1.2   Subscription / Licencing
1.3   Support
1.4   Professional Services (project work etc)
1.5   Managed Services (where applicable)
1.6   Approximate Staff costs ass'c with running the platform
And/or

1.7   Number of FTE associated to platform operations (if unable to provide answer to 6)

A1   Information not held – the system is outsourced and is provided by a third party; the contract is not held by the Trust.

Q2   Implementation: if your system was implemented in the last 3 years, please provide the start and finish date or duration of this implementation project

A2   Information not held as per A1

Q3   Service Management System Vendor: Which vendor provided the service management system software (e.g., ServiceNow, Jira Service Management, Halo, Freshservice, Ivanti, Xurrent/4me, ManageEngine etc.)?

A3   Information not held as per A1

Q4   Scope: Please provide the business scope of your system, does it include business functions outside of IT (e.g., HR Case Management, Facilities, Finance etc.)?

A4   Information not held as per A1

Q5   Users: How many agent (fulfillers/users) licences do you have?

A5   Information not held as per A1