

Trust Headquarters
 Russell's Hall Hospital
 Dudley
 West Midlands
 DY1 2HQ

Ref: FOI-000242

Date: 9/8/23

Address / Email:

Dear

Request Under Freedom of Information Act 2000

Thank you for requesting information under the Freedom of Information Act 2000.

Request

Good day FOI team, 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.

- 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?

Response

Solution name	Years in use – from	Years in use - to	Principal drivers for change
Marval	Prior to 2010	Current	Still in use – currently no plans to change

If you are dissatisfied with our response, you have the right to appeal in line with guidance from the Information Commissioner. In the first instance you may contact the Information Governance Manager of the Trust.

Information Governance Manager
 Trust Headquarters
 Russell's Hall Hospital
 Dudley
 West Midlands
 DY1 2HQ
 Email: dgft.dpo@nhs.net

Should you disagree with the contents of our response to your appeal, you have the right to appeal to the Information Commissioners Office at.

Information Commissioners Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF
Tel: 0303 123 1113
www.ico.org.uk

If you require further clarification, please do not hesitate to contact us.

Yours sincerely

Freedom of Information Team
The Dudley Group NHS Foundation Trust