

Ref. No: FOI0086  
Date: 31/07/2023  
Subject: ITSM solutions

## REQUEST & RESPONSE

### This request is for St.Helens and Knowsley Teaching Hospitals and Southport & Ormskirk Hospital

- 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?

Solution name	Years in use – from	Years in use - to	Principal drivers for change
(SOH) IT Web	2009	2022	In house written system and did not give us the reporting or SLA management of a modern system

Solution name	Years in use – from	Years in use - to	Principal drivers for change
(STHK) Frontrange Heat	2002	2017	Lack of ITSM Modules. Cost to Upgrade.

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**Example table for illustration**

Solution name	Years in use – from	Years in use - to	Principal drivers for change
<i>Marval MSM</i>	<i>2014</i>	<i>2014</i>	<i>Solution became end of life / business strategy directives</i>
<i>BMC Remedy</i>	<i>2017</i>	<i>2017</i>	<i>Functionality / move to cloud / cost</i>

