

Executive Corridor
Darlington Memorial Hospital
Hollyhurst Road
Darlington
DL3 6HX
Switchboard Tel: 01325 38 0100
Foundation Trust Office: 01325 74 3625
Corporate Records Office: 01325 74 3700

Request for Information Reference: 07.23.87

FOI Direct line: 01325 743700
Email: cdda-tr.cddftfoi@nhs.net

Email only

31st July 2023

Dear

Freedom of Information Act 2000 – Request for Information

Thank you for submitting a request for information which we received on 31st July 2023 in relation to County Durham and Darlington NHS Foundation Trust (the Trust). Your request has been processed under the provisions of the Freedom of Information Act 2000 and I am now able to provide you with a response.

Your request was in relation to NHS IT and I am providing the following information in response to your specific questions:

- **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
HP Open View	2005	2012	System reached end of support
Ivanti Service Desk	2012	2023	System had reached end of product support life cycle

In line with the Information Commissioner's directive on the disclosure of information under the Freedom of Information Act 2000 your request will form part of our disclosure log on the Trust's website. However please be assured that we anonymise all responses prior to adding them to the disclosure log.

I hope that this response has provided you with the information you had requested. If you have any queries or wish to discuss the information supplied, please do not hesitate to contact me by telephone or in writing. If however, you are dissatisfied with the way in which your request has been handled and would like an internal review, you will need to contact me in writing at the above address or via cdda-tr.cddftfoi@nhs.

If you remain dissatisfied with our response following an internal review you have the right to appeal to The Information Commissioner at Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF. More information is available on their website; www.ico.gov.uk.

Yours sincerely

Corporate Records and Freedom of Information Facilitator