

Our Ref: LW/lmw/FOI.232.23  
Date: 2<sup>nd</sup> August 2023

Laurie Wrench  
Deputy Director of Governance  
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Dear

### Freedom of Information Act Request

I am writing in response to your e-mail of the 31<sup>st</sup> July 2023. Your request has been processed using the Trust's procedures for the disclosure of information under the Freedom of Information Act (2000).

#### ***Requested information:***

- 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

**The Trust does not use any ITSM software. The Trust use software called SMT , it is developed in-house by Staffordshire and Shropshire Health Informatics Service (SSHIS) and was in use prior to 2010.**

If you are dissatisfied with the handling of your request, you have the right to ask for an internal review of the management of your request. Internal review requests should be submitted within two months of the date of receipt of the response to your original letter and should be addressed to: Dr Buki Adeyemo, Chief Executive, North Staffordshire Combined Healthcare Trust, Trust Headquarters, Lawton House, Bellringer Road, Trentham, ST4 8HH. If you are not content with the outcome of the internal review, you have the right to apply directly to the Information Commissioner for a decision.

The Information Commissioner can be contacted at: Information Commissioner's Office,  
Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF.

Yours sincerely



**Laurie Wrench**  
**Deputy Director of Governance**



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Chairman: David Rogers  
Chief Executive: Dr Buki Adeyemo  
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