**The Walton Centre NHS Foundation Trust FOI 5852**

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?

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| --- | --- | --- | --- |
| **Solution name** | **Years in use – from** | **Years in use - to** | **Principal drivers for change** |
| Sunrise |  | 2012 | Moved from shared service to inhouse IT |
| Layton | 2012 | 2022 | Not fit for purpose and lack of support |