

Title – IT Service Management

Reference Number: RDF1476
Date of Response: 17/05/2023

Further to your Freedom of Information Act request, please find the Trust's response(s) below:

Please be aware that the Royal Devon University Healthcare NHS Foundation Trust (Royal Devon) has existed since 1st April 2022 following the integration of the Northern Devon Healthcare NHS Trust (known as Northern Services) and the Royal Devon and Exeter NHS Foundation Trust (known as Eastern Services).

Questions:

1. What IT Service management (ITSM) platform are you currently using? (e.g. ServiceNow, BMC, Freshworks, 4ME) Please provide the platform name.
This system would be the one which your helpdesk/service desk team use to raise tickets, requests and to track IT issues reported by users and not a clinical system such as a PACS/RIS or EPR.

*Eastern Service – In-house developed
Northern service - Microfocus ZENWorks Service Desk*

2. When is your current ITSM platform contract due for renewal? Please provide month/year.
*Eastern Service – This question is not applicable.
Northern service - November 2023*

3. Who (if there is one) is your current supplier of professional and managed services for your ITSM platform?
This could be either done internally by your own IT team/s or by a 3rd party such as the ITSM provider themselves or another specialist organisation such as Fujitsu or similar.
*Eastern Service – Managed Internally.
Northern service - Managed Internally*

4. How many user licences do you have for your ITSM platform?
This is asking about how many users of the above mentioned helpdesk/servicedesk system there are in total.

Eastern Service – This question is not applicable.

Northern service - 81 Technician licences.