Title
IT Service Management Solutions

Reference Number: RDF1749-23
Date of Response: 23/08/23

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:

Please can you supply details of the last two ITSM (Service Desk) systems used (going back to 2010). What years they were used between and what rationale/reasons were there to change. If the below provided table could be populated with this information, that would be immensely helpful (I've included an example for reference).

Please list the last two ITSM solutions utilised within your organisation since 2010 (not including the currently utilised solution)?

Solution name Northern response	Years in use – from	Years in use - to	Principal drivers for change
Zenworks Service Desk	2013	present	Implementation of ITIL workflows
Infra	unknown	2013	unknown
Solution name Eastern Response	Years in use – from	Years in use - to	Principal drivers for change
In house developed	2010	To date	n/a