

**Reference Number:** FOIAH2324/040  
**From:** Commercial  
**Date:** 24 April 2023  
**Subject:** IT Service management (ITSM) platform

Q1 What IT Service management (ITSM) platform are you currently using? (e.g. ServiceNow, BMC, Freshworks, 4ME) Please provide the platform name.

A1 [Sostenuto](#)

Q2 When is your current ITSM platform contract due for renewal? Please provide month/year.

A2 [Information not held – this system is provided via a 3rd party. The contract is not held with the Trust](#)

Q3 Who (if there is one) is your current supplier of professional and managed services for your ITSM platform?

A3 [iMerseyside NHS](#)

Q4 How many user licences do you have for your ITSM platform?

A4 [Information not held - we don't have a prescribed number of licenses. iMerseyside will have an amount but as we don't own the system, we are able to use their quota.](#)