

**Reference Number:** FOIAH2425/566  
**From:** Commercial  
**Date:** 15 January 2025  
**Subject:** ITSM Software Expenditure

I am writing to request information under the Freedom of Information Act regarding the running costs of your IT service management system (ITSM) at your organisation. Specifically, I am requesting information on the following:

- Q1 Running costs: Please provide the past 3 years costs (for clarity, these refer to your financial year whatever that may be).
- A1 Information not held – this system is provided via a 3rd party. The contract is not held with the Trust
- Q2 Implementation: if your system was implemented in the last 3 years, please provide the start and finish date or duration of this implementation project
- A2 Information not held - as per A1
- Q3 Service Management System Vendor: Which vendor provided the service management system software (e.g., ServiceNow, Jira Service Management, Halo, Freshservice, Ivanti, Xurrent/4me, ManageEngine etc.)?
- A3 Information exempt under Section 21 of the Freedom of Information Act 2000 - 'Information reasonably accessible to the applicant by other means'.
- This information is available on our website, it can be found in our 2023/24 Disclosure Log, please see FOI Request Ref: 040:
- <https://www.alderhey.nhs.uk/about/foi/disclosure-logs/>
- Q4 Scope: Please provide the business scope of your system, does it include business functions outside of IT (e.g., HR Case Management, Facilities, Finance etc.)?
- A4 Information not held - as per A1
- Q5 Users: How many agent (fulfillers/users) licences do you have?
- A5 Information not held - as per A1