

Standing Way  
Eaglestone  
Milton Keynes  
MK6 5LD  
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www.mkuh.nhs.uk

**Request under Freedom of Information Act 2000**

Thank you for your request for information which we received on 31st July 2023.

Please see our response below.

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?

Solution name	Years in use – from	Years in use - to	Principal drivers for change
Landesk	At least Jan 2013	April 2020	System was inadequate for our requirements and cost of developing the solution was higher than purchasing something new.

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If you are unhappy with the information received in response to this request, please address your complaint to the Patient Affairs Office at Milton Keynes Hospital NHS Foundation Trust, Standing Way, Eaglestone, Milton Keynes MK6 5LD. If, after exhausting our internal process, you are still unhappy with the information received, you may write to the Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF.

If you need any further assistance, please do not hesitate to contact us at the address above.

Yours sincerely,

Freedom of Information Co-ordinator  
For and on behalf of Milton Keynes Hospital NHS Foundation Trust

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