

23rd January 2025

**Request under Freedom of Information Act 2000**

Thank you for your request for information which we received on Wednesday 15<sup>th</sup> January 2025. I am pleased to confirm the following.

	Item	2024	2023	2022	Total
1.1	Implementation				0
1.2	Subscription / Licencing	46,968	45,600	29,533	122,101
1.3	Support				0
1.4	Professional Services (project work etc)				0
1.5	Managed Services (where applicable)				0
					0
1.6	Approximate Staff costs ass'c with running the platform				0
	And/Or				
1.7	Number of FTE associated to platform operations (if unable to provide answer to 6)				

2. **Implementation: if your system was implemented in the last 3 years, please provide the start and finish date or duration of this implementation project**

N/A

3. **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.)?**

Freshservice

4. **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.)?**

Includes IT & Central Booking

**5. Users: How many agent (fulfillers/users) licences do you have?**

135

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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  
Information Governance Administrator  
For and on behalf of Milton Keynes Hospital NHS Foundation Trust

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