

# Wrightington, Wigan and Leigh Teaching Hospitals

NHS Foundation Trust

Information Governance Department  
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Ref: FOI/2023/9095

Date Received: 31/07/2023

Response Due: 28/08/2023

Date: 21/08/2023

Dear Sir/Madam

You asked:

- 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
HP Openview	2007	2020	<i>Solution became end of life</i>
Hornbill	2020	Current	<i>move to cloud hosted solution that was in support</i>

If you are not entirely satisfied with this response, please do not hesitate to contact the Information Governance Department via the email address provided. If we do not hear from you within 40 days, we will assume that we have been able to accommodate your request under the Freedom of Information Act 2000.

Yours sincerely,



Malcolm Gandy  
Chief Information Officer

PLEASE NOTE:

If you are unhappy with the service you have received in relation to your request and wish to make a complaint or request a review of our decision, you should write to: Information Governance Department, Wrightington, Wigan and Leigh NHS Foundation Trust, Suite 9, Buckingham Row, Brick Kiln Lane, Wigan, WN1 1XX.

If you are not content with the outcome of your complaint, you may apply directly to the Information Commissioner for a decision at:

The Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire, SK9 5AF

Helpline number: 0303 123 111