

## ***Request under Freedom of Information Act 2000***

Thank you for your request for information which we received on 25 April 2023.

I am pleased to confirm the following.

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

FreshService.

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

June 2024.

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

We manage the system in house.

**4. How many user licences do you have for your ITSM platform?**

60

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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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