

FOI_1279_2023-24 – FOI Request Concerning – ITSM Solutions

1. Please list the last two ITSM solutions utilised within your organisation since 2010 (not including the currently utilised solution)?

Solution name	Years in use – from	Years in use - to	Principal drivers for change
Remedy	2015	2023	New outsourced IT Contracts

Please note that prior to 2015, IT was provided inhouse.