

1. 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.
2. Between what years were these in usage?
3. What were the principal drivers behind the decision to change?

Please complete the table below where possible

Solution name	Years in use – from	Years in use – to	Principal drivers for change

We have a fully managed IT Service provided by Agilisys and have used the same tool during the contract. Prior to that we used the same tool internally for Wigan Council. This all dates back before 2010. Hornbill