



Ref. No: 1465
Date: 15/01/25
Subject: IT service management system

REQUEST & RESPONSE

1. **Running costs:** Please provide the past 3 years costs (for clarity, these refer to your financial year whatever that may be).

	Item	2024	2023	2022	Total
1.1	Implementation	0	0	0	0
1.2	Subscription / Licencing	£33,722.40	£33,722.40	£33,722.40	£101,167.20
1.3	Support	Included Above	Included Above	Included Above	Included Above
1.4	Professional Services (project work etc)	£9,375	£9,600	£11,150	£30,125
1.5	Managed Services (where applicable)	0	0	0	0
1.6	Approximate Staff costs ass'c with running the platform	0	0	0	0
	And/Or				
1.7	Number of FTE associated to platform operations (if unable to provide	1	1	1	1

answer to 6)				
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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

Over 3 years old

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.)?

Sunrise

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.)?

Yes – Health Records, IG, Patient Booking Services, Information, Pathology

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

62 Concurrent and 87 Named User Licenses

