

Date: 28/07/2017

FREEDOM OF INFORMATION REQUEST FOI/013547 – IT Information

1.Which IT Service Management (ITSM) solutions are currentlybeing used by your organisation in their IT operations and Service Deskfunctions.

Exemption(43) has been applied given it is commercially sensitive in that providing the information may compromise information security, therefore it is not in the public interest to provide.

2.How much did the organisation spend on this solution?(Please provide initial setup / deployment costs and ongoing costs)

£25000

3.Which company did your organisation procure the currentsolution from and by which method? (i.e. Direct Award / Tender etc.)

Tender

4.When does the current ITSM solution contract expire?

Support is renewed annually

5.Who in the organisation is responsible for deciding which ITSM tool is used? (Please provide name and job title)

Service desk team leader