

Freedom of Information request 00037

25/5/23

Please can I request answers to the following questions.

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

When is your current ITSM platform contract due for renewal? Please provide month/year. - 03/2026

Who (if there is one) is your current supplier of professional and managed services for your ITSM platform? - None

How many user licences do you have for your ITSM platform? - 32 named, 31 concurrent