

Date: 19/10/2017

FREEDOM OF INFORMATION REQUEST FOI/013689 – IT services/contracts

1. What software product(s) are you using to manage your IT Service Management(e.g. Landesk, ServiceNow, Cherwell, Hornbill etc.)? –

Exemption 43 has been applied given it is commercially sensitive in that providing information may compromise information security.

2. When does the contract with your current service desk provider end? - 13/03/2021

3. How much does your current ITSM service desk tool cost annually? - £13.5k

4. When will you be looking to review your current service desk tool? - Early 2021