

## Response to Request for Information

Reference      FOI 000756  
Date            09 January 2017

### ***IT Infrastructure***

**Request:**

I am writing to you under the Freedom of Information Act 2000 to request the following information please.

I would like to request the following information regarding the council's IT infrastructure:

1. Do you currently have an IT service desk in place? [Yes](#).
2. What software tool is in place? [Cireson Service Manager](#).
3. What is the cost for this service charged by the provider (including any maintenance fees)? [£45,290](#)
4. When is the contract due to be reviewed? [March 2020](#)
5. Who is the contact responsible for your IT Service Desk Software? [Sandra Foulds: Sandra.Foulds@Wolverhampton.gov.uk](#)