CITY OF
WOLVERHAMPTON
C O U N C I L

Response to Request for Information

Reference   FOI 001290
Date   04 July 2017

IT Service Management (ITSM)

Request:

I am writing to you under the Freedom of Information Act 2000 to request the following information from your IT Department.

1.   Which IT Service Management (ITSM) solutions are currently being used by your organisation in their IT operations and Service Desk functions?
      The council uses Microsoft's System Centre Service Manager (SCSM) with Cireson as a front end portal.

2.   How much did the organisation spend on this solution? (Please provide initial setup / deployment costs and ongoing costs)?
      SCSM was implemented as one element of the implementation of the entire suite of System Centre products which cost £80,000 and the cost for implementing Cireson was £21,000. Annual support and maintenance costs for these products are presently £10,000 for System Centre (SCSM is included in this) and £5,000 for Cireson.

3.   Which company did your organisation procure the current solution from and by which method? (i.e. Direct Award / Tender etc.)?
      Power-On-Platforms direct award.

4.   When does the current ITSM solution contract expire?
      2019

5.   Who in the organisation is responsible for deciding which ITSM tool is used? (Please provide name and job title)?
      Sandra Foulds, ICT Customer Support Manager.