

Response to Request for Information

Reference FOI 001570
Date 12 October 2017

IT Service Management

Request:

Could you kindly provide me with the below information about your organisation:

1. What software product(s) are you using to manage your IT Service Management (e.g. Landesk, ServiceNow, Cherwell, Hornbill etc.)?
[Microsoft System Centre Service Manager](#)
2. When does the contract with your current service desk provider end?
[June 2020](#)
3. How much does your current ITSM service desk tool cost annually?
[In respect of your above question, it has been established after careful consideration that the Council does not hold the above individual information as it is part of a full suite of System Centre products that have been purchased as a bundle so an individual cost for Service Manager cannot be identified. Consequently, we are unable to provide any information relating to the above, and are informing you as required by Section 1\(1\) \(a\) of the Act, that states:](#)

["Any person making a request for information to a public authority is entitled to be informed in writing by the public authority whether it holds information of the description specified in the request".](#)
4. When will you be looking to review your current service desk tool?
[June 2020](#)