



# Freedom of Information Request FOI1072

## Request:

1. What software product(s) are you using to manage your IT Service Management (e.g. Landesk, ServiceNow, Cherwell, Hornbill etc.)?
2. Who is your current vendor?
3. When does the contract with your current service desk provider end?
4. How much does your current ITSM service desk tool cost annually?
5. When will you be looking to review your current service desk tool?

Submitted on 08/04/19.

## Response:

1. What software product(s) are you using to manage your IT Service Management (e.g. Landesk, ServiceNow, Cherwell, Hornbill etc.)? **FrontRange IT Service Management Version 6.3.5**
2. Who is your current vendor? **Ivanti UK Limited**
3. When does the contract with your current service desk provider end? **The current rolling S&M contract runs to 30th November 2019**
4. How much does your current ITSM service desk tool cost annually? **2019-2020 S&M costs are £13,829.54**
5. When will you be looking to review your current service desk tool? **We are currently reviewing our current service desk tool**