

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

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