

Freedom of Information Act 2000 disclosure log entry

Reference

23-24030

Date response sent

16/05/23

Subject

ITSM Platform Details

Details of enquiry

1. What IT Service management (ITSM) platform are you currently using? (e.g. ServiceNow, BMC, Freshworks, 4ME) Please provide the platform name.
2. When is your current ITSM platform contract due for renewal? Please provide month/year.
3. Who (if there is one) is your current supplier of professional and managed services for your ITSM platform?
4. How many user licences do you have for your ITSM platform?

Response sent

1. What IT Service management (ITSM) platform are you currently using? (e.g. ServiceNow, BMC, Freshworks, 4ME) Please provide the platform name.
Hornbill
2. When is your current ITSM platform contract due for renewal? Please provide month/year.
14th June 2023. Annual Renewal of this framework contract is in progress
3. Who (if there is one) is your current supplier of professional and managed services for your ITSM platform?
We contract directly with Hornbill, there is no reseller involvement
4. How many user licences do you have for your ITSM platform
37 named licenses.