Freedom of Information Act 2000 disclosure log entry

Reference

17-1893

Date sent

9/10/2017

Subject

Service Management Tools

Details of enquiry

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.)?

2. When does the contract with your current service desk provider end?

3. How much does your current ITSM service desk tool cost annually?

4. When will you be looking to review your current service desk tool?

Response Sent

1. What software product(s) are you using to manage your IT Service Management (e.g. Landesk, ServiceNow, Cherwell, Hornbill etc.)?
   Hornbill

2. When does the contract with your current service desk provider end?
   May 2020

3. How much does your current ITSM service desk tool cost annually?
   £17,000 inc VAT

4. When will you be looking to review your current service desk tool?
   Circa q4 2019