

Freedom of Information Act 2000 disclosure log entry

Reference

19-20282

Date sent

03/12/2019

Subject

IT Service Management

Details of enquiry

1. What software product(s) are you using to manage your IT Service Management (e.g. 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?
6. What software product(s) are you using to manage your desktops ITAM e.g SCCM, Manage engine etc.)?
7. Who is your current vendor?
8. When does the contract with your current desktop provider end?
9. How much does your current ITAM desktop tool cost annually?
10. When will you be looking to review your current desktop tool?
11. Who is your primary IT company contact?

Response Sent

1. What software product(s) are you using to manage your IT Service Management
Hornbill
2. Who is your current vendor?
In House – licences direct from Hornbill
3. When does the contract with your current service desk provider end?
In House
4. How much does your current ITSM service desk tool cost annually?
Annual Hornbill cost £23, 821
5. When will you be looking to review your current service desk tool?
After Apr 2021
6. What software product(s) are you using to manage your desktops ITAM e.g SCCM, Manage engine etc.)?
SCCM
7. Who is your current vendor?
In House – licences via Trustmarque
8. When does the contract with your current desktop provider end?
In House

9. How much does your current ITAM desktop tool cost annually?
£50.1k

10. When will you be looking to review your current desktop tool?
After April 2021

11. Who is your primary IT company contact?

Director of Transformation & Technology

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