

FOI Request Response information

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| FOI request reference: | 2017/311 |
| Date request received: | 03/10/2017 |
| Date request responded to: | 05/10/2017 |
| Category: | IM&T |
| Tags: | IT, software, service, desk, management, contract, cost, spend, expenditure, |

Request Detail:

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 Detail:

The Trust response to your recent FOI request is as follows:

1. What software product(s) are you using to manage your IT Service Management (e.g. Landesk, ServiceNow, Cherwell, Hornbill etc.)? – **Sunrise Sostenuto**
2. When does the contract with your current service desk provider end? – **December 2018**
3. How much does your current ITSM service desk tool cost annually? – **£21k a year**
4. When will you be looking to review your current service desk tool? – **Summer 2018**