

Ref: FOI/GS/ID 4298

**Please reply to:**  
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25 October 2017

### **Freedom of Information Act 2000**

I am writing in response to your request for information made under the Freedom of Information Act 2000 in relation to IT Service Management.

- 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?*

1. LANDesk
2. 31/03/18
3. The information requested is exempt from disclosure under the Freedom of Information Act 2000 Section 43 as its disclosure would, or would be likely to, prejudice the commercial interests of any person (including the public authority holding it).
4. April 2019