

Dear,

Thank you for your recently submitted Freedom of Information Request, I am now able to provide you with the information supplied by the relevant department, as follows:

1. What software product(s) are you using to manage your IT Service Management (e.g. Landesk, ServiceNow, Cherwell, Hornbill etc.)? **Microsoft System Centre Service Manager**
2. When does the contract with your current service desk provider end? **Enterprise Agreement ends 30/06/2020.**
3. How much does your current ITSM service desk tool cost annually? **The licence is included in our core infrastructure licence so unable to split out the cost**
4. When will you be looking to review your current service desk tool? **Enterprise Agreement ends 30/06/2020.**

If you wish to raise any concerns about the way your request was dealt with, then please write to the Team Manager, Complaints and Information, County Hall, West Bridgford, Nottingham, NG2 7QP or e-mail foi@nottsc.gov.uk quoting the reference number above.

Following this, if you remain dissatisfied, you can ask the Information Commissioner to review your request. However, the Information Commissioner cannot normally make a decision unless you have exhausted the procedure provided by the Council. The Information Commissioner can be contacted at:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF
Tel: 0303 123 1113 or 01625 54 57 45
www.ico.org.uk

Kind Regards
Janet Lowe

Complaints, Mediation and Information Officer
Complaints and Information Team
Resources Department
Nottinghamshire County Council
County Hall, West Bridgford, Nottingham, NG2 7QP

Tel: 01159 774137