



DATE:	05 February 2018	FOI REQUEST NO:	271_1718
<p>Under the Freedom of Information Act 2000, Please tell me:</p> <ol style="list-style-type: none">1. What software product(s) are you using to manage your IT Service Management (e.g. Landesk, ServiceNow, Cherwell, Hornbill etc.)? <p>We are just about to go live with our new system supplied by House on the Hill</p>2. When does the contract with your current service desk provider end? <p>Our current contract is set for a minimum of five years but could be extended to ten years.</p>3. How much does your current ITSM service desk tool cost annually? <p>£19,800</p>4. When will you be looking to review your current service desk tool? <p>If we continue to be happy with the level of support then we will review in approx. 2026</p>			