



**Gofynner am/  
Please ask for:** Information Governance  
and Compliance  
**Tel:** 01443232000  
**E-bost/E-mail:** DataProtection@southwales-fire.gov.uk  
**Our ref:** 259\_1920  
**Dyddiad/Date:** 01/11/2019

## RE: Request for Information held by SWFRS

Your request ref: **259\_1920** has been dealt with under the Freedom of Information Act 2000.

You asked us:

What software product(s) are you using to manage your IT Service Management (e.g. Service Now, Cherwell, Hornbill etc.)?

- **House on the Hill**

Who is your current vendor?

- **House on the Hill**

When does the contract with your current service desk provider end?

- **April 2022**

How much does your current ITSM service desk tool cost annually?

- **£37100 for 5 years (Q1 2022)**

Pencadlys Gwasanaeth Tân ac Achub De Cymru,  
Parc Busnes Forest View, Llantrisant, Pont-y-clun, CF72 8LX.

Ffôn 01443 232000 • Ffacs 01443 232180  
[www.decymru-tan.gov.uk](http://www.decymru-tan.gov.uk)

Rydym yn croesawu gohebiaeth yn y gymraeg a'r saesneg - byddwn yn  
ymateb yn gyfartal i'r ddau ac yn ateb yn eich dewis iaith heb oedi.

**CODI YMWHYBYDDIAETH - LLEIHAU PERYGL**

South Wales Fire and Rescue Service Headquarters,  
Forest View Business Park, Llantrisant, Pontyclun, CF72 8LX.

Telephone 01443 232000 • Fax 01443 232180  
[www.southwales-fire.gov.uk](http://www.southwales-fire.gov.uk)

We welcome correspondence in Welsh and English - we will respond  
equally to both and will reply in your language of choice without delay.

**RAISING AWARENESS - REDUCING RISK**



When will you be looking to review your current service desk tool?

- **Q2 2021**

What software product(s) are you using to manage your desktops ITAM e.g. SCCM, Manage engine etc.)?

- **Control Up**

Who is your current vendor?

- **Systech IT Solutions**

When does the contract with your current desktop provider end?

- **Q2 2021**

How much does your current ITAM desktop tool cost annually?

- **£1779**

When will you be looking to review your current desktop tool?

- **Q2 2020**

Who is your primary IT company contact?

With regard to your request for direct contact details, SWFRS operates a single point of contact policy. All callers are requested to contact the Service via HQ Reception on 01443 232000. The call will be directed to the most appropriate department/individual to deal with your call.

This is the same for email correspondence. Please direct all emails enquiries to [swfs@southwales-fire.gov.uk](mailto:swfs@southwales-fire.gov.uk) so that your request can be directed as appropriate.

Pencadlys Gwasanaeth Tân ac Achub De Cymru,  
Parc Busnes Forest View, Llantrisant, Pont-y-clun, CF72 8LX.

Ffôn 01443 232000 • Ffacs 01443 232180  
[www.decymru-tan.gov.uk](http://www.decymru-tan.gov.uk)

Rydym yn croesawu gohebiaeth yn y gymraeg a'r saesneg - byddwn yn ymateb yn gyfartal i'r ddau ac yn ateb yn eich dewis iaith heb oedi.

**CODI YMWHYBYDDIAETH - LLEIHAU PERYGL**

South Wales Fire and Rescue Service Headquarters,  
Forest View Business Park, Llantrisant, Pontyclun, CF72 8LX.

Telephone 01443 232000 • Fax 01443 232180  
[www.southwales-fire.gov.uk](http://www.southwales-fire.gov.uk)

We welcome correspondence in Welsh and English - we will respond equally to both and will reply in your language of choice without delay.

**RAISING AWARENESS - REDUCING RISK**



This policy is in operation to ensure that calls/emails are dealt with more efficiently – as structures/posts can change, this prevents emails being sent to individuals whose role may have changed. It also prevents individuals from receiving unwarranted calls/correspondence.

This stance is supported by guidance from the Information Commissioner's Office which states that:

"The presumption is in favour of protecting privacy, so the release of personal information will only be fair if there is a genuine reason to disclose. This involves a three-stage test. A public authority will generally have to satisfy itself that:

- there is a legitimate interest in disclosure;
- the legitimate interest can only be met, or fully met, by the disclosure of information which identifies individuals (i.e. the disclosure is necessary to that purpose); and,
- the disclosure would not involve unwarranted detriment to the individual's privacy or other rights and legitimate interests.

In this instance you have not provided any indications a legitimate interest in disclosure of such information – or demonstrated that the release of such information is vital to that interest.

If you have any queries regarding your Freedom of Information request, please contact us at [Dataprotection@southwales-fire.gov.uk](mailto:Dataprotection@southwales-fire.gov.uk) quoting the reference number above in any future communication.

If you are dissatisfied with the way that your information request has been handled, you can request an internal review by writing to:

Information Governance and Compliance Manager  
South Wales Fire and Rescue Service  
Forest View Business Park  
Llantrisant  
CF72 8LX

Pencadlys Gwasanaeth Tân ac Achub De Cymru,  
Parc Busnes Forest View, Llantrisant, Pont-y-clun, CF72 8LX.

Ffôn 01443 232000 • Ffacs 01443 232180  
[www.decymru-tan.gov.uk](http://www.decymru-tan.gov.uk)

*Rydym yn croesawu gohebiaeth yn y gymraeg a'r saesneg - byddwn yn ymateb yn gyfartal i'r ddau ac yn ateb yn eich dewis iaith heb oedi.*

**CODI YMWHYBYDDIAETH - LLEIHAU PERYGL**

South Wales Fire and Rescue Service Headquarters,  
Forest View Business Park, Llantrisant, Pontyclun, CF72 8LX.

Telephone 01443 232000 • Fax 01443 232180  
[www.southwales-fire.gov.uk](http://www.southwales-fire.gov.uk)

*We welcome correspondence in Welsh and English - we will respond equally to both and will reply in your language of choice without delay.*

**RAISING AWARENESS - REDUCING RISK**



If you remain dissatisfied with the handling of your request, you have the right to appeal to the Information Commissioner at:

Information Commissioner's Office-Wales,  
2nd Floor,  
Churchill House,  
Churchill Way,  
Cardiff,  
CF10 2HH.

There is no charge for making an appeal.

Yours Faithfully

**Information Governance and Compliance**

[Dataprotection@southwales-fire.gov.uk](mailto:Dataprotection@southwales-fire.gov.uk)

Pencadlys Gwasanaeth Tân ac Achub De Cymru,  
Parc Busnes Forest View, Llantrisant, Pont-y-clun, CF72 8LX.

**Ffôn** 01443 232000 • **Ffacs** 01443 232180  
[www.decymru-tan.gov.uk](http://www.decymru-tan.gov.uk)

*Rydym yn croesawu gohebiaeth yn y gymraeg a'r saesneg - byddwn yn ymateb yn gyfartal i'r ddau ac yn ateb yn eich dewis iaith heb oedi.*

**CODI YMWYBYDDIAETH - LLEIHAU PERYGL**

South Wales Fire and Rescue Service Headquarters,  
Forest View Business Park, Llantrisant, Pontyclun, CF72 8LX.

**Telephone** 01443 232000 • **Fax** 01443 232180  
[www.southwales-fire.gov.uk](http://www.southwales-fire.gov.uk)

*We welcome correspondence in Welsh and English - we will respond equally to both and will reply in your language of choice without delay.*

**RAISING AWARENESS - REDUCING RISK**