



**Gofynner am/
Please ask for:** Information Governance
and Compliance
Tel: 01443232000
E-bost/E-mail: DataProtection@southwales-fire.gov.uk
Our ref: IG000022
Dyddiad/Date: 20.12.19

RE: Request for Information held by SWFRS

Your request ref: IG000022 has been dealt with under the Freedom of Information Act 2000.

You asked us the questions below, please find our responses in blue :

What software product(s) are you using to manage your IT Service Management (e.g. ServiceNow, 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)**

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.)?

Ffôn 01443 232000 • Ffacs 01443 232180
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

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



- **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?

- **SWFRS do not issue individual names and telephone extensions, please contact our central reception on 01443 232000 to be directed to the relevant member of staff.**

If you have any queries regarding your Freedom of Information request, please contact us at 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 Officer
South Wales Fire and Rescue Service
Forest View Business Park
Llantrisant
CF72 8LX

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

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

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