

**FOI Request Reference: 101001630441**

IT Service Management

I am currently doing some research into IT Service Management trends in the UK public sector. Could you kindly provide me with the below information about your organisation:

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

Sunrise Software

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

2020

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

N/A – just about to implement

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

2020