**WBCIR:20493**

**I am writing to request information under the Freedom of Information Act regarding the running costs of your IT service management system (ITSM) at your organisation. Specifically, I am requesting information on the following:**

1. **What ITSM solution are you using? E.g. ServiceNow, Hornbill, Halo, Freshservice, Ivanti, BMC, Xurrent, etc**
2. **Running costs: Please provide the past 18months (since April 2024) costs against the below line items.**

|  |  |  |
| --- | --- | --- |
|  | **Item** | **Total** |
| 1.1 | Implementation (if applicable) |  |
| 1.2 | Subscription / Licencing |  |
| 1.3 | Support |  |
| 1.4 | Professional Services (project work etc) |  |
| 1.5 | Managed Services (where applicable) |  |
| 1.6 | Approximate Staff costs ass'c with running the platform |  |
|  | **And/Or** |  |
| 1.7 | Number of FTE associated to platform operations (if unable to provide answer to 1.6) |  |