CITY OF
WOLVERHAMPTON
C O U N C I L

Response to Request for Information

Reference   FOI 003440
Date   08 April 2019

IT Service Management

Request:

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.)?
      Service Manager.

2.   Who is your current vendor?
      Microsoft.

3.   When does the contract with your current service desk provider end?
      June 2020

4.   How much does your current ITSM service desk tool cost annually?
      It's part of the Microsoft Enterprise Agreement, unfortunately we don't have separate cost just for the Service Manager.

5.   When will you be looking to review your current service desk tool?
      Currently being reviewed.