

FOI number: **HBC\_FOI\_20190292**  
Date FOI Received: **05/04/2019**  
Department: **Information Digital Services**  
Title: **IT Service Management**  
Description: **Details of IT Service management contract.**

**Request:** *(As Redacted sent by requestor)*

Good Afternoon

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.)?
2. Who is your current vendor?
3. When does the contract with your current service desk provider end?
4. How much does your current ITSM service desk tool cost annually?
5. When will you be looking to review your current service desk tool?

Kind regards

**Response:** *(Response as Redacted sent by service)*

1. Hornbill Service Manager
2. Hornbill
3. 28<sup>th</sup> March 2020
4. £9,500 pa
5. 6<sup>th</sup> January 2020

If you have any queries about the processing of your request then please do not hesitate to contact me. Further information explaining the Council's process for responding to information requests together with a complaints/appeals procedure is available in our reception or via our website at:

<https://www.hertsmere.gov.uk/Your-Council/Official-Publications--Guides--Policies/Access-to-Information.aspx>

The Information Commissioner oversees the application of the Freedom of Information Act. You may contact the Information Commissioner at:

Information Commissioners Office  
Wycliffe House, Water Lane  
Wilmslow  
Cheshire SK9 5AF  
Telephone: 01625 545700  
Website: [www.informationcommissioner.gov.uk](http://www.informationcommissioner.gov.uk)

Please include the above reference number on all correspondence related to this request.

Thank you for your request.

Kind regards  
Information Services