



Foreign &  
Commonwealth  
Office

**Knowledge and Technology Directorate**  
Foreign and Commonwealth Office  
King Charles Street  
London SW1A 2AH

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20 July 2017

**FREEDOM OF INFORMATION ACT 2000 REQUEST REF: 0640-17**

Thank you for your email of 4<sup>th</sup> July 2017 asking for information under the Freedom of Information Act (FOIA) 2000. You asked:

- 1. Which IT Service Management (ITSM) solutions are currently being used by your organisation in their IT operations and Service Desk functions*
- 2. How much did the organisation spend on this solution? (Please provide initial setup / deployment costs and ongoing costs)*
- 3. Which company did your organisation procure the current solution from and by which method? (i.e. Direct Award / Tender etc.)*
- 4. When does the current ITSM solution contract expire*
- 5. Who in the organisation is responsible for deciding which ITSM tool is used? (Please provide name and job title)*

I am writing to confirm that we have now completed the search for the information which you requested. I can confirm that the Foreign and Commonwealth Office (FCO) does hold information relevant to your request.

1. AA10 is our current IT Service Management solution.
2. The cost of the ITSM tooling was aggregated into the wider services integration contract and not procured separately.
3. Our current solution was procured from BAE Systems Applied Intelligence via a tender process.
4. The current ITSM solution contract is due to expire Q3 2018.
5. Stephen Robbins – Head of IT Delivery and Deputy CIO  
Contact number – 020 7008 1500

Yours sincerely,

Knowledge and Technology Directorate



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