



Ministry
of Defence Police

Data Protection Officer & Freedom of
Information Manager

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[REDACTED]
By email – [REDACTED]

Our Ref: eCase: FOI 2017/09116 RFI: 268/17

Date: 3 October 2017

Dear [REDACTED]

**FREEDOM OF INFORMATION ACT 2000: MINISTRY OF DEFENCE POLICE: IT SERVICE
MANAGEMENT SOLUTIONS**

I acknowledge receipt of your email dated 20 September 2017 which was acknowledged on 21 September 2017

We are treating your email as a request for information in accordance with the Freedom of Information Act 2000 (FOIA 2000).

In your email you requested the following information:

- “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?”***

A search for information has now been completed and I can confirm that information in scope of your request is held by the Ministry of Defence Police.

- 1. Which IT Service Management (ITSM) solutions are currently being used by your organisation in their IT operations and Service Desk functions***

The Ministry of Defence Police IT department uses BMC Service Desk Express V10

2. How much did the organisation spend on this solution? (Please provide initial setup / deployment costs and ongoing costs)

The system was purchased in 2005. There are no recorded initial set up costs.

Renewal Figures are as follows:-

February 2010	December 2014	January 2017
£16457.42	£15467.76	£14487.44

3. Which company did your organisation procure the current solution from and by which method? (i.e. Direct Award / Tender etc.)

The Ministry of Defence Police have no recorded method of procurement from 2005

4. When does the current ITSM solution contract expire?

The current ITSM solution contract expires in December 2017 after that date no replacement or renewal will be sought.

5. Who in the organisation is responsible for deciding which ITSM tool is used?(Please provide name and job title)

The MOD Police will be moving to MOD corporate IT providers, so no replacement will be sought when the current support contract ceases.

If you have any queries regarding the content of this letter, please contact this office in the first instance

If you wish to complain about the handling of your request, or the content of this response, you can request an independent internal review by contacting the Information Rights Compliance team, Ground Floor, MOD Main Building, Whitehall, SW1A 2HB (e-mail CIO-FOI-IR@mod.uk). Please note that any request for an internal review should be made within 40 working days of the date of this response.

If you remain dissatisfied following an internal review, you may raise your complaint directly to the Information Commissioner under the provisions of Section 50 of the Freedom of Information Act. Please note that the Information Commissioner will not normally investigate your case until the MOD internal review process has been completed. The Information Commissioner can be contacted at: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF. Further details of the role and powers of the Information Commissioner can be found on the Commissioner's website at [https://ico.org.uk/..](https://ico.org.uk/)

Yours sincerely

MDP Sec Data Protection and Freedom of Information Office