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REF: FOI2019/12920

06 December 2019

Dear [REDACTED]

Thank you for your email of 14th November 2019 requesting the following information:

"I am currently doing some research into IT Service Management and Desktops ITAM trends in the UK public sector. Could you kindly provide me with the below information about your organisation:

What software product(s) are you using to manage your IT Service Management (e.g. ServiceNow, Cherwell, Hornbill etc.)?

Who is your current vendor?

When does the contract with your current service desk provider end?

How much does your current ITSM service desk tool cost annually?

When will you be looking to review your current service desk tool?

What software product(s) are you using to manage your desktops ITAM e.g SCCM, Manage engine etc.)?

Who is your current vendor?

When does the contract with your current desktop provider end?

How much does your current ITAM desktop tool cost annually?

When will you be looking to review your current desktop tool?

Who is your primary IT company contact?"

I am treating your correspondence as a request for information under the Freedom of Information Act 2000 (FOIA).

A search for the information has now been completed within the UKHO, and I can confirm all the information in scope of your request is held.

The information you have requested can be found below, at annex A.

If you are not satisfied with this response or you wish to complain about any aspect of the handling of your request, then you should contact me in the first instance. If informal resolution is not possible and you are still dissatisfied then you may apply for 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 must be made within 40 working days of the date on which the attempt to reach informal resolution has come to an end.

If you remain dissatisfied following an internal review, you may take your complaint to the Information Commissioner under the provisions of Section 50 of the Freedom of Information Act. Please note that the Information Commissioner will not investigate your case until the MOD internal review process has been completed. Further details of the role and powers of the Information Commissioner can be found on the Commissioner's website, <http://www.ico.org.uk>.

Yours sincerely,

UKHO Secretariat

Annex A

What software product(s) are you using to manage your IT Service Management (e.g. ServiceNow, Cherwell, Hornbill etc.)?

- *Microsoft System Center Service Manager with Cireson Portal for Service Manager*

Who is your current vendor?

- *Microsoft SCSM: SoftwareOne*
- *Cireson Portal: Cireson*

When does the contract with your current service desk provider end?

- *SoftwareOne: Quarter 4 - 2021*
- *Cireson: Quarter 1 - 2022*

How much does your current ITSM service desk tool cost annually?

- *SoftwareOne: Tool is part of the System Center suite which is included as a part of Microsoft Core Infrastructure Suite and M365 licenses.*
- *Cireson: £6,420*

When will you be looking to review your current service desk tool?

- *There are currently no plans to review the current tool.*

What software product(s) are you using to manage your desktops ITAM e.g SCCM, Manage engine etc.)?

- *Microsoft System Center Configuration Manager*

Who is your current vendor?

- *SoftwareOne*

When does the contract with your current desktop provider end?

- *Quarter 4 - 2021*

How much does your current ITAM desktop tool cost annually?

- *Tool is part of the System Center suite which is included as a part of Microsoft Core Infrastructure Suite and M365 licenses.*

When will you be looking to review your current desktop tool?

- *There are currently have no plans to review the current tool.*

Who is your primary IT company contact?

- *Jon Leisk*