Ministry of Defence
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Ref: FOI2019/12373

E-mail: ISS-SecretariatGpMbx@mod.gov.uk

████████████   12 November 2019
████████████████████████

Dear ██████████,

Thank you for your email of 28 October 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 Ministry of Defence, and I can confirm that all the information in scope of your request is held. Please see the following:

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

The Information Systems and Services (ISS) Service Desk product currently in use is BMC Remedy.

Who is your current vendor?

Remedy is provided by BMC.

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

The overall support contract ends in 2020, and this due to be re-competed. There are no contracts that tie the Department into the tooling. The Department has procured the licences and is currently paying annual support and maintenance deals with the software providers. The Department will decide when to transition to a new product, and will consider a number of factors (including cost, utility, warranty, alignment to strategy).

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

The total cost of ITSM is around £5.7M (this includes support, licences and hardware).

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

The Department is developing a roadmap, and the products that currently make up the ITSM estate will be reviewed in the medium term.

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

The Department is using Eracent and Riverbed NetIM to manage its Estate. It also uses a number of tactical deployable tools such as BMC Discovery.

Who is your current vendor?

Mixed (see above).

When does the contract with your current desktop provider end?

The overall support contract ends in 2020, and this due to be re-competed. There are no contracts that tie the Department into the tooling. The Department has procured the licences and is currently paying annual support and maintenance deals with the software providers. The Department will decide when to transition to a new product, and will consider a number of factors (including cost, utility, warranty, alignment to strategy).

How much does your current ITAM desktop tool cost annually?

ITAM is included in the ITSM budget, with a total cost of around £5.7M (this includes Support, Licences, Hardware.

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

The Department is developing a roadmap, and the products that currently make up the ITSM estate will be reviewed in the medium term.

Who is your primary IT company contact?

ISS is a large and complex organisation. As such, there is no primary contact.

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.gov.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/.

Yours sincerely,

ISS Secretariat