



# UK Government Llywodraeth y DU

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You asked for information on the Office's IT Service Management functions and use of the G Cloud. We have handled your request under the Freedom of Information Act 2000 and our responses to your questions are set out below.

**Q1.** Is your current IT Service Management function and associated software application based in house or Outsourced to a 3rd Party?

**A1.** The Office of the Secretary of State for Wales does not have an IT Service management function. The Office's IT systems and services are provided by the Ministry of Justice. You may wish to contact the Ministry of Justice for this information.

**Q2.** Please provide the full name and version of the ITSM software application in use?

**A2.** Please refer to response in A1.

**Q3.** What is the lifetime value of the contract and over how many years?

**A3.** Please refer to response in A1.

**Q4.** As part of the existing contract how many support operatives (agents) are licenced/subscribed to use the solution? (These are individuals who work on the desk in resolver groups, not customers using a Self-Service function).

**A4.** Please refer to response in A1.

**Q5.** When is the contract due for renewal?

**A5.** Please refer to response in A1.

**Q6.** How was the current solution procured – directly with the Vendor, through a Framework or via G Cloud?

**A6.** Please refer to response in A1.

**Q7.** What are your published procurement thresholds for tendering purposes?

**A7.** The Office follows the Crown Commercial Service – Gov.UK framework guidance for procurement thresholds.

**Q8.** What is the Authority's strategy with regards to Cloud solutions as opposed to In House installations?

**A8.** Please refer to response in A1.

**Q9.** Has the organisation ever procured through the G Cloud Framework?

**A9.** Yes.