



Homes
England

Date: 11 June 2020

Our Ref: RFI2986

Tel: 0300 1234 500

Email: infogov@homesengland.gov.uk

Making homes happen

██████████
By Email Only

Windsor House
Homes England – 6th Floor
50 Victoria Street
London
SW1H 0TL

Dear ██████████

RE: Request for Information – RFI2986

Thank you for your recent email, which was processed under the Freedom of Information Act 2000 (FOIA). For clarification, you requested the following information:

1.
What IT helpdesk tool(s) is/are in use (eg. SpiceWorks, Freshdesk, etc) if not, how is your IT managed?
2.
What is the price per annum of said helpdesk tool(s)?
3.
What are the requirements of the IT team; or, what the tool(s) is/are used for?
4.
What is the annual budget available for helpdesk tool(s)?
5.
What are the redeeming qualities of the tool(s) (and negative qualities)?
6.
What is the start date, length and review date of the contract with the helpdesk tool(s)?
7.
How many operators currently use the ITSM tool?
8.
How many end users currently use the ITSM tool?

Response

We can confirm that we do hold the requested information. We will address each of your points in turn.

1. ***What IT helpdesk tool(s) is/are in use (eg. SpiceWorks, Freshdesk, etc) if not, how is your IT managed?***
The tool used by Homes England's IT helpdesk is Sostenuito.
2. ***What is the price per annum of said helpdesk tool(s)?***
£22,900
3. ***What are the requirements of the IT team; or, what the tool(s) is/are used for?***

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The Sostenuto tool is provided as a support and maintenance contract. It is used to log and manage incidents as well as asset management.

4. What is the annual budget available for helpdesk tool(s)?

£22,900

5. What are the redeeming qualities of the tool(s) (and negative qualities)?

I am able to confirm that Homes England does not hold recorded information that falls within this part of your request. This is because there is no legal or business reason for Homes England to do so.

In order to conclude that the information is not held, we have searched with our Digital Services team who would have the requested information if held.

The FOIA does not oblige a public authority to create information to answer a request if the requested information is not held. The duty under section 1(1) is only to provide the recorded information held.

The full text of section 1 in the legislation can be found here:

<https://www.legislation.gov.uk/ukpga/2000/36/section/1>

Advice and Assistance

We have a duty to provide advice and assistance in accordance with Section 16 of the FOIA. To comply with this duty we are able to confirm that the service is aligned to ITIL standards.

6. What is the start date, length and review date of the contract with the helpdesk tool(s)?

The start date of the contract was 1 April 2020 for a one year period expiring on 31 March 2021. There is no set review date, though we expect to review the contract in Autumn 2020.

7. How many operators currently use the ITSM tool?

50

8. How many end users currently use the ITSM tool?

All of Homes England's employees use the service desk tool, which is approximately 1000 users.

Right to Appeal

If you are not happy with the information that has been provided or the way in which your request has been handled you may request an internal review by writing to;

The Information Governance Team
Homes England – 6th Floor
Windsor House
50 Victoria Street
London
SW1H 0TL

Or by email to infogov@homesengland.gov.uk



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You may also complain to the Information Commissioner however, the Information Commissioner does usually expect the internal review procedure to be exhausted in the first instance.

The Information Commissioner's details can be found via the following link

<https://ico.org.uk/>

Please note that the contents of your request and this response are also subject to the Freedom of Information Act 2000. Homes England may be required to disclose your request and our response accordingly.

Yours sincerely

The Information Governance Team

For Homes England

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