



**REQUEST 17453**

I am writing to request information under the Freedom of Information Act regarding the running costs of your IT service management system (ITSM) at your organisation.

Specifically, I am requesting information on the following:\*

1. **Running costs:** Please provide the past 3 years costs (for clarity, these refer to your financial year whatever that may be).

	Item	2024	2023	2022	Total
1.1	Implementation				
1.2	Subscription / Licencing				
1.3	Support				
1.4	Professional Services (project work etc)				
1.5	Managed Services (where applicable)				
1.6	Approximate Staff costs ass'c with running the platform				
	And/Or				
1.7	Number of FTE associated to platform operations (if unable to provide answer to 6)				

2. <b>Implementation:</b> if your system was implemented in the last 3 years, please provide the start and finish date or duration of this implementation project	
3. <b>Service Management System Vendor:</b> Which vendor provided the service management system software (e.g., ServiceNow, Jira Service Management, Halo, Freshservice, Ivanti, Xurrent/4me, ManageEngine etc.)?	
4. <b>Scope:</b> Please provide the business scope of your system, does it include business functions outside of IT (e.g., HR Case Management, Facilities, Finance etc.)?	
5. <b>Users:</b> How many agent (fulfillers/users) licences do you have?	

## RESPONSE

Our ISTM tool is provided by our Managed Service Partner, Agilisys LTD. This information is embedded in a service and its cost and is therefore not possible to be able to provide the detail. I can confirm we were using Hornbill Supportworks and now have just switched to the cloud-based Hornbill system which is wholly managed by Agilisys