



REQUEST	17757	RESPONSE
<p>I am writing to request information under the Freedom of Information Act 2000 regarding the council's IT Service Management (ITSM) contracts and related services. I would appreciate if you could provide the following details:</p> <ol style="list-style-type: none">Current IT Service Management (ITSM) Provider(s)<ul style="list-style-type: none">Name of the supplier(s) providing ITSM software and/or services.Contract Details<ul style="list-style-type: none">Contract start dateContract end dateDetails of any contract extensions (if applicable)Total annual cost of the contract(s)ITSM Tools & Software in Use<ul style="list-style-type: none">Name of the ITSM tool(s) used by the council (e.g., ServiceNow, Jira Service Management, BMC Remedy, etc.).Procurement & Renewal<ul style="list-style-type: none">Contract renewal dateProcurement framework or tendering process used (e.g., G-Cloud, CCS Framework, Open Tender, etc.)Contact Information<ul style="list-style-type: none">Name and job title of the person(s) responsible for ITSM contract management and procurement (if available under FOI).Contact email or phone number (if permissible under FOI).		<ol style="list-style-type: none">Wigan has a fully managed service partner, Agilisys that provide ITSMAgilisys Managed Service (Not ITSM Only)<ul style="list-style-type: none">Start: 01/01/2024End: 31/12/2033Extensions: N/ATotal Cost: Here Contracts registerHornbill provided indirectly through AgilisysN/A provided through AgilisysJames Winterbottom – Director j.winterbottom@wigan.gov.uk