

<p>Please can I request the following information:</p> <ol style="list-style-type: none"> <li>1) What IT Service management (ITSM) platform are you currently using? (e.g. ServiceNow, BMC, Freshworks, 4ME, Hornbill, ManageEngine, etc) Please provide the platform name.</li> <li>2) When is your current ITSM platform contract due for renewal? Please provide month/year.</li> <li>3) Who (if there is one) is your current supplier of professional and managed services for your ITSM platform?</li> <li>4) How many user licences do you have for your ITSM platform?</li> <li>5) Who is the principal contact for IT Services within your organisation? i.e. Director of IT or Head of Service Delivery. Please provide LinkedIn or available contact details (where appropriate).</li> </ol>	<ol style="list-style-type: none"> <li>1) Hornbill</li> <li>2) Provided by Agilisys through our Managed Service Provider, contract ends 31<sup>st</sup> August 2023</li> <li>3) See Q2 response.</li> <li>4) James Winterbottom Director of Strategy &amp; Innovation</li> <li>5) j.winterbottom@wigan.gov.uk</li> </ol>
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