

I am writing to request information under the Freedom of Information Act 2000. Specifically, I am seeking information regarding your current IT Service Management & IT operations management software provider.

Please provide me with the following information:

#### ITSM PROVIDER

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|-------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------|
| 1. Who is your IT Service Management (ITSM) provider? | 1. We have a fully managed IT service which includes the software and services for these. This is provided by Agilisys. |
| 2. When did your current ITSM contract begin?         | 2. N/A                                                                                                                  |
| 3. When is your ITSM contract up for renewal?         | 3. N/A                                                                                                                  |
| 4. Name of the person responsible?                    | 4. Agilisys External                                                                                                    |
| 5. Current annual spend for this contract?            | 5. N/A (Embedded in the whole service costs)                                                                            |
| 6. Current number of licenses for this contract?      | 6. N/A                                                                                                                  |

#### ITOM PROVIDER

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|----------------------------------------------------------|----------|
| 1. Who is your IT Operations Management (ITOM) provider? | As above |
| 2. When did your current ITOM contract begin?            |          |
| 3. When is your ITOM contract up for renewal?            |          |
| 4. Name of the person responsible?                       |          |
| 5. Current annual spend for this contract?               |          |
| 6. Current number of licenses for this contract?         |          |