

## Request

I am writing to you to submit a Freedom of Information (FOI) request regarding your ITSM software. We would be grateful if you could respond to the questions below:

1. Number of employees
2. Number of IT staff
3. Current ITSM solution
4. Cloud or on-premise
5. If on-premise, do you have a cloud migration strategy?
6. If yes, please share more details, including budget allocation.
7. Number of licenses
8. Length of contract
9. Contract expiry date
10. Contract review date
11. Annual cost of contract
12. Total cost of contract
13. Person responsible for the software and their contact details
14. Person responsible for any future projects on reviewing or replacing the software and their contact details

## Response

- 1) Total Council Employees - 5242
- 2) Total Council IT staff - 51
- 3) Provided by the Council's IT Managed Service Provider Agilisys.
- 4) Mixed
- 5) Mixed
- 6) Provided by the Council's IT Managed Service Provider Agilisys.

Q7 – Q14

The Council's ITSM Service Provision is provided by Agilisys the councils IT managed Service Provider. The council therefore do not hold the ITSM contract as it is included as part of the wider IT Managed Service agreement with Agilisys.