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. What ITSM solution are you using? E.g. ServiceNow, Hornbill, Halo, Freshservice, Ivanti, BMC, Xurrent, etc

   We have a fully managed IT Service by Agilisys. The ITSM we all use that's included in that contract is Hornbill

2. Running costs: Please provide the past 18months (since April 2024) costs against the below line items.

   This is part of the overall cost for the managed service, 1.1 – 1.7 N/A

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