



I am writing to you to submit a Freedom of Information (FOI) request regarding your IT service management (ITSM) software.

Please confirm receipt of this request. You may provide the information in whichever way best suits your internal process, or can use [the online form](#) if preferred.

1. Total number of employees	1. 5000+
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| 2. Total number of IT service desk agents | |
| 3. Existing service desk / ITSM software used | |
| 4. Deployment model (Cloud-based or on-premise) | |
| 5. Number of software licenses | |
| 6. Contract renewal date | |
| 7. Annual cost of contract | |
| 8. Total cost of contract | |
| 9. Contract review date | |
| 10. Main decision maker/contact for service desk software | |

The council's IT services are provided by Agilisys who are the council's IT Managed Service Provider.