



REQUEST 19372

Please provide details of the systems currently used by Wigan Council for the following functions.

1. The management of IT service requests, incidents, problems, changes, and service desk activity.
2. The management of corporate customer service requests or enquiries from residents, excluding specialist line of business systems where these are not centrally recorded.
3. The management of Freedom of Information requests, Environmental Information Regulations requests, and Subject Access Requests.

For each system identified, please provide the system name, the supplier name, and whether the system is used council wide or limited to specific services or teams.

Where relevant, please confirm whether these functions are delivered through a single integrated system or through multiple separate systems.

If any of the information requested is held by a third party on behalf of the council, please include this where applicable.

RESPONSE

Wigan Council have a fully managed IT service provided by Agilisys Ltd. As part of that, the remaining in house IT business client uses Hornbill which is provided through the Agilisys contract.

Jadu Connect and Jadu Central. Used Council wide.

Sharepoint (used Council-wide) and iCasework (used by Legal)