



FOI REF:	16088
RESPONSE SENT:	07/10/25

Request

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.

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

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

- 1.1 Implementation (if applicable)
- 1.2 Subscription / Licencing
- 1.3 Support
- 1.4 Professional Services (project work etc)
- 1.5 Managed Services (where applicable)
- 1.6 Approximate Staff costs ass'c with running the platform

And/Or

- 1.7 Number of FTE associated to platform operations (if unable to provide answer to 1.6)

Response

ITSM solution – Richmond (RichDesk/Richmond ServiceDesk)

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

	Item	Total
1.1	Implementation (if applicable)	N/A
1.2	Subscription / Licencing	Richmond - £4,145.77 (Jan 24- Dec 2025) (50% share from TVBC) Manage Engine £1,832.81 pa (April 24 – March 2025) £1,980.85 pa (April 25 – March 2026)
1.3	Support	£527.83 pa (April 24 - March 2025) * £586.77 pa (April 25 – March 2026) * * This amount is a 50% split with Test Valley Borough Council

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	£6,075 +£495.00 (Training on Manage Engine)
	And/Or	
1.7	Number of FTE associated to platform operations (if unable to provide answer to 1.6)	2