

FOI REF:	16489
RESPONSE SENT:	07/01/26

Request

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

- Total number of employees
- Total number of IT service desk agents
- Existing service desk / ITSM software used
- Deployment model (Cloud-based or on-premise)
- Number of software licenses
- Contract renewal date
- Annual cost of contract
- Total cost of contract
- Contract review date

Response

1. 480
2. 3 IT service desk agents
3. RichDesk
4. On premise
5. 28 licences
6. 1/1/26
7. £2,397
8. £2,397
9. 31/12/26

