



FOI REF:	15130
RESPONSE SENT:	11/02/2025

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.

Specifically, I am requesting information on the following:

1. **Running costs:** Please provide the past 3 years costs (for clarity, these refer to your financial year whatever that may be).

	Item	2024	2023	2022	Total
1.1	Implementation				
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 6)				

2. **Implementation:** if your system was implemented in the last 3 years, please provide the start and finish date or duration of this implementation project
3. **Service Management System Vendor:** Which vendor provided the service management system software (e.g., ServiceNow, Jira Service Management, Halo, Freshservice, Ivanti, Xurrent/4me, ManageEngine etc.)?
4. **Scope:** Please provide the business scope of your system, does it include business functions outside of IT (e.g., HR Case Management, Facilities, Finance etc.)?



5. **Users:** How many agent (fulfillers/users) licences do you have?

I understand that you may be required to redact some information in accordance with data protection laws or commercial confidentiality. I request that any information not released be clearly identified and the reasons for not releasing it be provided.

Response

1. Running Costs

	Item	2024/2023	2023/2022	Total
1.1	Implementation	0	0	0
1.2	Subscription / Licencing	£7,055.19	£7,056.74	£14,111.93
1.3	Support	Incl in 1.2	Incl in 1.2	
1.4	Professional Services (project work etc)	£2,925	£950	£3,875
1.5	Managed Services (where applicable)	0	0	0
1.6	Approximate Staff costs ass'c with running the platform	£4,050	£4,050	£8,100
	And/Or			
1.7	Number of FTE associated to platform operations (if unable to provide answer to 6)	2	2	

2. Implementation: N/A

3. Service Management System Vendor: Richmond and Manage Engine

4. Scope: No

5. Users: 27