



17 July 2017

FREEDOM OF INFORMATION REQUEST – 813/17

Dear Sir/Madam

Your request for information has now been considered and the information requested is provided below.

Request/Response:

I am writing to you under the Freedom of Information Act 2000 to request the following information from your IT Department.

1. Which IT Service Management (ITSM) solutions are currently being used by your organisation in their IT operations and Service Desk functions?

Answer: We have interpreted your question using the Wikipedia definition of an ITSM. On that basis we do not have such a solution within IT. However for clarity we do have a helpdesk solution. Our responses to the further question are solely in response to the helpdesk functionality and not a wider ITSM product. This product is also shared with HR and finance and therefore some information is not directly relevant to your question.

For the helpdesk we use ManageEngine ServiceDesk

2. How much did the organisation spend on this solution? (Please provide initial setup / deployment costs and ongoing costs)

Answer: For the IT, Finance and HR helpdesk we had no initial setup costs, and are currently paying as follows:

Annual Subscription fee for ManageEngine ServiceDesk Plus Professional Edition 30 Technicians (750 nodes) is £4,479.

Annual Subscription fee for ManageEngine ServiceDesk Plus Professional Edition Change management Addon is £1,437.

Annual Subscription fee for ManageEngine ServiceDesk Plus Professional Edition Service catalog Addon is £716.

3. Which company did your organisation procure the current solution from and by which method? (i.e. Direct Award / Tender etc.)

Answer: Zoho Corporation – direct award



4. When does the current ITSM solution contract expire?

Answer: This is annual subscription model. The renewal is May each year.

5. Who in the organisation is responsible for deciding which ITSM tool is used?

Answer: Andy Nix
Head of IT and Customer Services
Rutland County Council
Catmose, Oakham, Rutland LE15 6HP
t: 01572 758360
e: anix@rutland.gov.uk

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You can also complain to the Information Commissioner at:

The Information Commissioner's Office
Wycliffe House, Water lane
Wilmslow, Cheshire
SK9 5AF
Tel: 01625 545700

Yours faithfully

FOI Administrator
Corporate Support Team, Rutland County Council