



University of East Anglia

Information Services Directorate

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25 January 2018

Dear [REDACTED]

**Freedom of Information Act 2000 – Information request (ref: FOI\_18-008)**

We have now considered your request of 08 January 2018 for information relating to IT service management trends.

Our response is on page 2 of this letter, together with a copy of your request.

We hope this information will meet your requirements, however if you are not satisfied you have the right of appeal. If you wish to appeal, please set out in writing your reasons for appealing and send to the above address. You must appeal within 60 calendar days of the date of this letter. Any appeal received after that date will not be considered nor acknowledged. This policy has been reviewed and approved by the Information Commissioner's Office.

You also have a subsequent right of appeal to the Information Commissioner's Office. Further information is available on their website:

[https://ico.org.uk/Global/contact\\_us](https://ico.org.uk/Global/contact_us), or by telephone on 0303 123 1113.

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Please quote our reference given at the head of this letter in all correspondence.

Yours sincerely

Dave Palmer  
Information Policy and Compliance Manager  
University of East Anglia

**Response to Freedom of Information Act 2000 request (FOI\_18-008)**

1. *What software product(s) are you using to manage your IT Service Management (e.g. Landesk, ServiceNow, Cherwell, Hornbill etc.)?*

Cherwell.

2. *When does the contract with your current service desk provider end?*

2019

3. *How much does your current ITSM service desk tool cost annually?*

£39,601.92 (inc. VAT)

4. *When will you be looking to review your current service desk tool?*

2019