

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

ICCM Solution Agent Portal.

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

Spend:

Departmental Licence Cost £120,000.00

Unlimited IT Service Desk Portal £14,000.00 Installation/Implementation Charges

£12,000.00 Annual Maintenance Charge £26,800.00.

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

Supplier:

ICCM Solutions

Procurement Route:

Restricted Tender Exercise was undertaken.

4. When does the current ITSM solution contract expire?

Contract Period:

The Contract was awarded September 2009, and the maintenance/support was for an initial period of 2 years commencing from the date of acceptance of the programme and thereafter for successive periods of 12 months, unless terminated by either party.

5. Who in the organisation is responsible for deciding which ITSM tool is used? (Please provide name and job title)

Steven Oliver, Head of Service Management IT & Digital.