

Ref. No: 2054
Date: 16/09/25
Subject: IT service management system (ITSM)

REQUEST & RESPONSE

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. What ITSM solution are you using? E.g. ServiceNow, Hornbill, Halo, Freshservice, Ivanti, BMC, Xurrent, etc

Sunrise Sostenuto

2. Running costs: Please provide the past 18months (since April 2024) costs against the below line items.

	Item	Total
1.1	Implementation (if applicable)	N/A
1.2	Subscription / Licencing	£56,973.00

1.3	Support	Inc in above cost
1.4	Professional Services (project work etc)	£9,375.00
1.5	Managed Services (where applicable)	N/A
1.6	Approximate Staff costs ass'c with running the platform	£69,870.00
	And/Or	
1.7	Number of FTE associated to platform operations (if unable to provide answer to 1.6)	