



Sonia Chopra-Miah
Information Rights
Bedfordshire Police Headquarters,
Woburn Road, Kempston,
Bedford, MK43 9AX

Telephone: 01234 842547
Email: foi@herts.pnn.police.uk

1st February 2018

Our Ref: FOI2018/00098

REQUEST UNDER THE FREEDOM OF INFORMATION ACT 2000 Ref No: FOI2018/00098

I write in connection with your request for information received on 8th January. I note you seek access to the following information:

I am currently doing some research into IT Service Management trends in the UK public sector. Could you kindly provide me with the below information about your organisation:

- 1. What software product(s) are you using to manage your IT Service Management (e.g. Landesk, ServiceNow, Cherwell, Hornbill etc.)?**
- 2. When does the contract with your current service desk provider end?**
- 3. How much does your current ITSM service desk tool cost annually?**
- 4. When will you be looking to review your current service desk tool?**

I am required by the Freedom of Information Act 2000 (The Act) to handle all requests in a manner that is blind to the identity of the requestor. Any information released in response to a request is regarded as being published and therefore, in the public domain without caveat.

Response - Following enquiries within the Constabulary please see our response below;

1. Hornbill Supportworks
2. The Current Maintenance agreement is due to expire on 17/07/2018
3. Shared cost with Bedfordshire Police and Cambridgeshire Constabulary. Hertfordshire Constabulary costs are £8,016.60
4. This does not sit within our current delivery plan that covers the next 3-years.

The numerical data presented in this response is an un-audited snapshot of un-published data sourced from "live" systems and is subject to the interpretation of the original request by the individual extracting the data.

Should you have any further enquiries concerning this matter please do not hesitate to contact me quoting the above reference number.

Yours sincerely

Sonia Chopra-Miah
Information Rights

Hertfordshire Constabulary provides you the right to request an independent review of this response under its review procedure. If you require such a review you must notify us within two months from the date of this letter. After lodging a complaint with Hertfordshire Constabulary if you are still dissatisfied with the decision you may make an application to the Information Commissioner. For information on how to make a complaint please visit their website at <https://ico.org.uk/concerns/> or contact them on 0303 123 1113.