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Request Ref: 2741

FOI Request dated **03/11/2022** as follows –

- *Which ITSM service tool do you currently use?*
- *When will you next be carrying out a review of this ITSM service tool?*
- *As part of any review, will you be looking at other ITSM service tools?*
- *Who is the best contact in relation to your ITSM service tool?*
- *What are their contact details?*

Response

- Which ITSM service tool do you currently use? TOPdesk
- When will you next be carrying out a review of this ITSM service tool? January 2024
- As part of any review, will you be looking at other ITSM service tools? Possibly
- Who is the best contact in relation to your ITSM service tool? University Procurement
- What are their contact details? procurementservices@hull.ac.uk