

**Request Ref: 2897**

FOI Request dated 08/06/2023 as follows –

- *What IT Service management (ITSM) platform are you currently using? (e.g. ServiceNow, BMC, Freshworks, 4ME, Ivanti, Halo, Hornbill, ManageEngine, etc) **Please provide the platform name.***
  - *If you do not have an ITSM platform, please outline how you deal with IT issues within your organisation.*
- *When is your current ITSM platform contract due for renewal? **Please provide month/year.***
- *Who (if there is one) is your current supplier of professional and managed services for your ITSM platform?*
- *How many user licences do you have for your ITSM platform?*
- *Is there budget allocation for digital transformation or other enhancements of your service delivery in the next 3-5 years?*
- *Who is the principal contact for IT Services within your organisation? i.e. Director of IT or Head of Service Delivery.*
  - *Please provide LinkedIn, email or available contact details (where appropriate).*

**Response**

- *What IT Service management (ITSM) platform are you currently using? (e.g. ServiceNow, BMC, Freshworks, 4ME, Ivanti, Halo, Hornbill, ManageEngine, etc) Please provide the platform name. **\*s21 please see below***
  - *If you do not have an ITSM platform, please outline how you deal with IT issues within your organisation. – **N/A***
- *When is your current ITSM platform contract due for renewal? Please provide month/year. **\*s21 please see below***
- *Who (if there is one) is your current supplier of professional and managed services for your ITSM platform? **Our ITSM Platform is TOPDesk, and TOPdesk themselves provide any professional or managed service requirements.***
- *How many user licences do you have for your ITSM platform? **300 operators***
- *Is there budget allocation for digital transformation or other enhancements of your service delivery in the next 3-5 years? **Yes***
- *Who is the principal contact for IT Services within your organisation? i.e. Director of IT or Head of Service Delivery.*
  - *Please provide LinkedIn, email or available contact details (where appropriate). **\*s21 please see below***

\*Section 1 of the Freedom of Information Act 2000 (FOIA) places two duties on public authorities. Unless exemptions apply, the first duty at Section 1(1)(a) is to confirm or deny whether the information specified in a request is held. The second duty at Section 1(1)(b) is to disclose information that has been confirmed as being held. Where exemptions are relied upon Section 17 of FOIA requires that we provide the applicant with a notice which: a) states that fact b) specifies the exemption(s) in question and c) states (if that would not otherwise be apparent) why the exemption applies.

It has been determined that this information is exempt on the basis that s21 of the Act applies – Information Reasonably Accessible by Other Means. As this exemption is absolute there is no requirement for me to conduct a public interest test, however in order to provide assistance I provide the following link - [www.hull.ac.uk/legal/docs/foi/it/2741-itsm-service.pdf](http://www.hull.ac.uk/legal/docs/foi/it/2741-itsm-service.pdf)

**Please note for any procurement related queries, please see relevant details and contact on our website as the most appropriate route for future reference - <https://www.hull.ac.uk/work-with-us/more/supplying-our-university/procurement>.**