

Freedom of Information Request to Teesside University

Our reference: FOI17237
Request received: 8 January 2018
Response sent: 01 February 2018

Dear Requestor

Further to our acknowledgement, we are now in a position to provide you with a response to your request for information dated 8 January 2018.

We have dealt with your request in accordance with your 'right to know' under section 1(1) of the Freedom of Information Act 2000 (subsequently referred to as FOIA 2000) which entitles you to information 'held' by a public authority, unless an appropriate exemption applies.

Teesside University holds some information within the scope of your request.

Request:

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?

Response:

1. Microsoft System Centre Service Manager.
2. Open ended – included within the University's wider Microsoft Software Agreement.
3. Free of Charge as the licence is included within "System Centre" products.
4. IT Services has no current plans to change the system it use

A copy of Teesside University's Appeals and Complaints process relevant to Freedom of Information requests is attached.

Yours faithfully
Information Governance Team