

20 November 2019

FREEDOM OF INFORMATION (FOI) REQUEST

Thank you for your request for information of 13 November about our IT Service. We have handled your request under the Freedom of Information Act 2000 (FOIA).

The information you requested is detailed as follows:

What software product(s) are you using to manage your IT Service Management (e.g. Service Now, Cherwell, Hornbill etc.)?

Service Now

Who is your current vendor?

Softcat Limited

When does the contract with your current service desk provider end?

Q4 2020

How much does your current ITSM service desk tool cost annually?

£73,105.00 excl. vat

When will you be looking to review your current service desk tool?

Starting approximately in Q2 2020

What software product(s) are you using to manage your desktops ITAM e.g. SCCM, Manage engine etc.)?

At present we do not use a software product for ITAM as it forms part of our outsourced IT contract

Who is your current vendor?

N/A

When does the contract with your current desktop provider end?

N/A

How much does your current ITAM desktop tool cost annually?

N/A

When will you be looking to review your current desktop tool?

N/A

Who is your primary IT company contact?

The asset management is within the remit of our outsourced IT contracts with Capgemini and IBM

This concludes our response to your request.

If you are dissatisfied with the handling of your request, you have the right to ask for an internal review. If you are not content with the outcome of the review, you may apply directly to the Information Commissioner for a decision.

In keeping with our transparency policy, the information released to you will be published on www.theccc.org.uk. Please note that this publication will not include your personal data.

Kind regards,

Committee on Climate Change