Freedom of Information Request FOI 19 109

ICT Service Desk

Query and response:

I hope you can help me with an exercise we are conducting, to understand more about the Procurement Strategies and the take up of G Cloud in the Public Sector. The information you provide as part of this Freedom of Information exercise will help us to understand the most appropriate way of interacting with Local Authorities in their buying cycles. Please could you answer the following questions?

1) Is your current IT Service Management function and associated software application based in house or Outsourced to a 3rd Party?

   In House

2) Please provide the full name and version of the ITSM software application in use?

   Domino Notes – system built in house

3) What is the lifetime value of the contract and over how many years?

   N/A

4) As part of the existing contract how many support operatives (agents) are licenced/subscribed to use the solution? (These are individuals who work on the desk in resolver groups, not customers using a Self-Service function).

   In house built system used by 2 service desk staff, 10 technicians and 6 managers/other ICT staff

5) When is the contract due for renewal?

   N/A in house built. Will likely move into Office 365 over the next few years (already in place and being used within the business)

6) How was the current solution procured – directly with the Vendor, through a Framework or via G Cloud?

   N/A

7) What are your published procurement thresholds for tendering purposes?

   The information that you have requested is publicly available. Under the terms of the Act, a request for information can be refused where one or more exemptions listed in the Act apply. In this case we are claiming the following exemptions to the information that you have requested:

"Information accessible by other means" in Section 21 of the Act. The information requested can be found here.

8) What is the Authority's strategy with regards to Cloud solutions as opposed to In House installations?

   Current 5 year ICT strategy is to explore and use more cloud based storage solutions as needs arise when reviewing new ways of working more efficiently and securely.

9) Has the organisation ever procured through the G Cloud Framework?

   Yes