Response: IT helpdesk tool(s) Ref: 7167000

1. What IT helpdesk tool(s) is/are in use (eg. SpiceWorks, Freshdesk, etc) if not, how is your IT managed?

2. What are the requirements of the IT team; or, what the tool(s) is/are used for?

3. What is the annual budget available for helpdesk tool(s)?

Barnet has outsourced it's ICT provision to Capita. Details of the contract can be found at:

https://open.barnet.gov.uk/dataset/customer-and-support-group-csg-contract

4. What are the redeeming qualities of the tool(s) (and negative qualities)?

N/A as this solution is provided as part of the contract

5. What is the start date, length and review date of the contract with the helpdesk tool(s)?

6. How many operators currently use the ITSM tool?

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7. How many end users currently use the ITSM tool?

Approximately 3000 users including partners