



Assurance Group
London Borough of Barnet,
2 Bristol Avenue, Colindale,
London NW9 4EW
31 October 2019
Our ref: 5752973

Thank you for your request received on 29 October 2019, for the following information:

I am currently doing some research into IT Service Management and Desktops ITAM trends in the UK public sector. Could you kindly provide me with the below information about your organisation:

**What software product(s) are you using to manage your IT Service Management (e.g. ServiceNow, Cherwell, Hornbill etc.)?
Who is your current vendor?
When does the contract with your current service desk provider end?
How much does your current ITSM service desk tool cost annually?
When will you be looking to review your current service desk tool?**

**What software product(s) are you using to manage your desktops ITAM e.g. SCCM, Manage engine etc.)?
Who is your current vendor?
When does the contract with your current desktop provider end?
How much does your current ITAM desktop tool cost annually?
When will you be looking to review your current desktop tool?**

Who is your primary IT company contact?

We have processed this request under the Freedom of Information Act 2000.

Response

I am writing to inform you that we have searched our records and although we hold some of the information requested, some is not held by London Borough of Barnet.

We have provided answers to your request below showing where we do not hold the information requested.

I am currently doing some research into IT Service Management and Desktops ITAM trends in the UK public sector. Could you kindly provide me with the below information about your organisation:

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

Service Now

Who is your current vendor?

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

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

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

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

Who is your current vendor?

When does the contract with your current desktop provider end?

How much does your current ITAM desktop tool cost annually?

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

Who is your primary IT company contact?

Barnet has outsourced its IT provision to Capita. Details of the contract can be found at:

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

Further information

If you are interested in the data that the council holds you may wish to visit Open Barnet, the council's data portal. This brings together all our published datasets and other information of interest on one searchable database for anyone, anywhere to access. <http://open.barnet.gov.uk/>

Advice and Assistance : Direct Marketing

If you are a company that intends to use the names and contact details of council officers (or other officers) provided in this response for direct marketing, you need to be registered with the Information Commissioner to process personal data for this purpose. You must also check that the individual (whom you wish to contact for direct marketing purposes) is not registered with one of the Preference Services to prevent Direct Marketing. If they are you must adhere to this preference.

You must also ensure you comply with the Privacy Electronic and Communications Regulations (PECR). For more information follow this Link www.ico.org.uk

For the avoidance of doubt the provision of council (and other) officer names and contact details under FOI does not give consent to receive direct marketing via any media and expressly does not constitute a 'soft opt-in' under PECR.

Your rights

If you are unhappy with the way your request for information has been handled, you can request a review within the next 40 working days by writing to the Information Management Team at: foi@barnet.gov.uk. Or by post to Information Management Team (FOI) London Borough of Barnet, 2 Bristol Avenue, Colindale, NW9 4EW

If, having exhausted our review procedure, you remain dissatisfied with the handling of your request or complaint, you will have a right to appeal to the Information

Commissioner at: The Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF (telephone: 0303 123 1113; website www.ico.org.uk). There is no charge for making an appeal.