

Quality and Governance Service

Wirral Community NHS Trust
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Our Ref: CTFOI-826

26th October 2017

Dear

Re: Freedom of Information Request

Original Request

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

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?

Our Response

1. Layton Service Desk
2. 2018
3. Free
4. April 2018

Yours Sincerely

Karen Howell
Chief Executive Officer