

1.What is your name?

Jackie Galloway

2.What is your email address?

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3.What is the name of your organisation? *Required to answer*

The City of Edinburgh Council

4.Which type of public sector organisation does your organisation belong to? *Required to answer*

- ☐ Central government department or agency
- ☒ Local authority
- ☐ NHS organisation (hospital, trust, CCG, etc.)
- ☐ Education (school, college, university)
- ☐ Emergency services (police, fire, ambulance)

5.What is the approximate size of your organisation (number of employees)? *Required to answer*

(Please select the range that best describes your organisation's total number of employees.)

- ☐ 1-50
- ☐ 51-200
- ☐ 201-500
- ☐ 501-1,000
- ☐ 1,000-5,000
- ☐ 5,001-10,000
- ☒ 10,001+

6.What is your organisation's main enterprise Service Management tool? *Required to answer*

(Service Management is the practice of designing, delivering, managing, and improving IT services so they meet the needs of the business and its users, ensuring reliability, efficiency, and value)

Specific details on hardware, software and systems used will not be provided, as per the attached ICT Security Advisory brief dated 4/8/25, which advises rejection when we receive FOI's which look to obtain insight into our ICT infrastructure and practices.

- ☐ Aisera
- ☐ Alemba Service Manager (formerly Alemba vFire)
- ☐ Alloy Software

- ☐ Atomicwork
- ☐ BMC Helix (formerly Remedy)
- ☐ Cherwell
- ☐ EasyVista
- ☐ Freshservice
- ☐ HaloITSM
- ☐ IFS assyst (formerly Axios Assyst)
- ☐ InvGate Service Management
- ☐ Ivanti Neurons / Ivanti Service Manager
- ☐ Jira Service Management (formerly Jira Service Desk)
- ☐ ManageEngine ServiceDesk Plus
- ☐ Omnitacker (Omninet)
- ☐ OpenText SMAX
- ☐ OTRS
- ☐ Remedyforce (Salesforce ITSM)
- ☐ Serviceaide (CloudSM)
- ☐ ServiceNow
- ☐ SolarWinds Service Desk
- ☐ Spiceworks Help Desk
- ☐ Sunrise Software
- ☐ Supportworks (Hornbill Systems)
- ☐ SysAid
- ☐ TOPdesk
- ☐ Xurrent (formerly 4me)
- ☐ Zendesk
- ☐ Other – Please Specify?

7. Which enterprise functions does your main enterprise Service Management tool support?

(Select all that apply) *Required to answer* Multiple choice.

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- ☐ IT
- ☐ HR
- ☐ Finance
- ☐ Facilities
- ☐ Legal
- ☐ Marketing
- ☐ Procurement

8.Do you use any additional Service Management tools for specific functions? *Required to answer*

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- ☐ No
- ☐ Yes

9.If yes, please specify additional Service Management tools for specific functions?

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Enter your answer

10.What year was your organisation's main Service Management tool first implemented?

Required to answer

- ☐ 2025
- ☒ 2024
- ☐ 2023
- ☐ 2022
- ☐ 2021
- ☐ 2020
- ☐ 2019
- ☐ 2018
- ☐ 2017
- ☐ 2016
- ☐ 2015
- ☐ 2014
- ☐ 2013
- ☐ 2012
- ☐ 2011
- ☐ 2010
- ☐ 2009 or before

11.If the licence for your organisation's main Service Management tool is due for renewal within the next 24 months, do you plan to change to a different tool? *Required to answer*

- ☐ Yes
- ☐ No
- ☐ Don't know
- ☒ Not applicable

12. What is the annual software license cost for your current main Service Management tool?

(in £) *Required to answer*

Charges are within our ICT Contract costs of circa £26m per annum. The charges are not structured in a way that we can report spending for this as a standalone value.

13. How many agents/fulfillers are covered by this licence? *Required to answer*

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Enter your answer

14. If a third party (vendor or another provider) manages the tool fully or partly, what is the annual cost of this managed service? (in £) *Required to answer*

Charges for our CGI outsourced ICT Contract are circa £26m per annum.

15. What services are included in this third-party management? (Select all that apply) *Required to answer* Multiple choice.

- ☒ Hosting (infrastructure, monitoring, backups)
- ☒ Upgrades / patching (regular vendor releases, security fixes)
- ☒ User support & incident fixes (end-user assistance, bug resolution, break/fix support)
- ☒ Minor enhancements to existing modules (e.g., workflow changes, form updates, field/config changes)
- ☒ Major changes (e.g., new modules, new integrations, significant redesign)

16. If the tool is managed fully or partly in-house, what is the approximate FTE (full-time equivalent) effort required to manage it? *Required to answer*

N/A

17. For the following AI Service Management platform capabilities, please indicate the status. *Required to answer*

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	Already in place	Implementing in next 6 months	Planning to implement in next 24 months	No plans
Native AI (AI features built into the Service Management platform by the vendor, e.g. auto-classification, ticket routing, predictive analytics)	☐	☐	☐	☐
Generative AI (AI models that generate responses or knowledge articles, e.g. LLM-driven virtual agents, automated knowledge base creation, summarisation of tickets)	☐	☐	☐	☐
Agentic AI (AI systems that can autonomously take actions or orchestrate workflows across tools without constant human input, e.g. resolving incidents end-to-end, triggering changes automatically)	☐	☐	☐	☐

18. Where is your Service Management tool hosted? *Required to answer*

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- ☐ On-premises
- ☐ Cloud (private)
- ☐ Cloud (public)
- ☐ SaaS (vendor-hosted)
- ☐ Hybrid (mix of on-premises and cloud)
- ☐ Don't know

19.If Cloud or SaaS is used, what region hosts the service? *Required to answer*

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- ☐ UK only
- ☐ EU (outside UK)
- ☐ North America
- ☐ Asia-Pacific
- ☐ Multiple regions (global)
- ☐ Don't know / Not disclosed