

57447 Running Costs of IT Service Management System

I am writing to request information regarding the running costs of your IT service management system (ITSM) at your organisation.

Specifically, I am requesting information on the following:

What ITSM solution are you using?

E.g. ServiceNow, Hornbill, Halo, Freshservice, Ivanti, BMC, Xurrent, etc.

Specific details on software and systems used is withheld under Section 30(c) - Prejudice to effective conduct of public affairs (cyber-security).

Running costs: Please provide the past 18months (since April 2024) costs against the below line items.

- a. Implementation (if applicable)
- b. Subscription / Licensing
- c. Support
- d. Professional Services (project work etc.)
- e. Managed Services (where applicable)
- f. Approximate Staff costs ass'c with running the platform
and/or
- g. Number of FTE associated to platform operations (if unable to provide answer to a-f)

These services are provided by CGI as part of our outsourced ICT contract and are not separately recorded.