

## 59310 IT Service Management (ITSM) Software

### Total number of employees

Approximately 15,600.

### Contract renewal date

Our outsourced ICT contract started on 01/04/16 on an initial period to 31/03/23. This was extended in 2020 to 31/03/29 and can be further extended to 31/03/35.

### Annual cost of contract

Charges are within our ICT contract costs, which are currently approximately £26m per year. The charges are not structured in a way that we can report spending for these items as a standalone value.

### Total cost of contract

The full value, if extended to 2035, will approximately £550m.

### Contract review date

Discussions are likely to be held in 2026 or 2027.

### Main decision maker/contact for service desk software

The ICT Contract Manager is Jackie Galloway, Senior Manager (Commercial).

### Total number of IT service desk agents

This service is provided by CGI as part of our outsourced ICT contract, and therefore the Council does not hold details of the number of CGI service desk agents.

### Existing service desk / ITSM software used

### Deployment model (Cloud-based or on-premise)

### Number of software licenses

Specific details on hardware, software and systems used will not be provided, as per the ICT Security Advisory brief dated 04/08/2025, which advises rejection as recommended by GovCerUK, when we receive Freedom of Information requests which look to obtain insight into our ICT infrastructure and practices.