



Date Provided: 6 October 2017

IT Service Desk

Ref: FOI / 5761

Information Request

- 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?*
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Response by Lewes District Council

Lewes District Council outsources its' service desk facility to Sopra Steria and this contract is due to be reviewed in 2019.