



**Surrey and Borders
Partnership**

NHS Foundation Trust

Information Governance

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23rd October 2017

ID Number – FOI 5016

Title: IT Service Management

Trust Response:

Please refer to the table below:

Question:	Trust Response:
1 What software product(s) are you using to manage your IT Service Management (e.g. Landesk, ServiceNow, Cherwell, Hornbill etc.)?	Not applicable, the Trust does not currently utilise an IT Service Management Tool. We are currently in the process of procuring one.
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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