



HEDDLU
GOGLEDD CYMRU
NORTH WALES
POLICE

Response Date:01/05/2024

2024/473 - IT Service Management software provider

In response to your recent request for information regarding;

I am seeking information regarding your current IT Service Management software provider.

Please provide me with the following information:

- 1. Who is your IT Service Management (ITSM) provider?**
- 2. When did your current ITSM contract begin?**
- 3. When is your ITSM contract up for renewal?**
- 4. Name of the person responsible?**
- 5. Current annual spend for this contract?**

We haven't procured our own ITSM Software and it isn't licenced by us, we get this through CGI and are users of the ones our managed service provider uses.

THIS INFORMATION HAS BEEN PROVIDED IN RESPONSE TO A REQUEST
UNDER THE FREEDOM OF INFORMATION ACT 2000, AND IS CORRECT AS AT 30/04/2024