



[REDACTED]

11 March 2026

Dear Aparajita Dayaranjan,

**Freedom of Information request: FOI2026/00103**

Thank you for your Freedom of Information request received on the 10 February in which you requested the following:

**Your request:**

*I am submitting a request under the Freedom of Information Act for details relating to your current IT Service Management (ITSM) solution.*

*Please provide:*

- 1. The name of the current ITSM supplier and product in use.*
- 2. The contract start date and contract expiry date.*
- 3. Any extension options available within the contract.*
- 4. The total contract value, where available and procurement framework used (if applicable)*
- 5. The expected timeline or plans for re-procurement, if known.*
- 6. Number of licensed agents or users on the platform*
- 7. Departments or services currently using the ITSM solution*

**Our response**

I can confirm that UK Research and Innovation (UKRI) does hold information relevant to your request. Please see the information below.

- 1. The name of the current ITSM supplier and product in use.*

Supplier: Softcat PLC, Product: ServiceNow

- 2. The contract start date and contract expiry date.*

Start date: 28/06/2025, End date: 27/06/2027

- 3. Any extension options available within the contract.*

No extension options are available

- 4. The total contract value, where available and procurement framework used (if applicable)*

Contract value: £910,698.12 excluding VAT, Framework: G-Cloud 14

- 5. The expected timeline or plans for re-procurement, if known.*

This is not known at the time of your request therefore this information is not held.

- 6. Number of licensed agents or users on the platform*

At time of writing, we have 481 licenses in total: 219 are for UKRI employees, 251 are for UKSBS employees and 11 are for users in other Government departments.

### 7. Departments or services currently using the ITSM solution

The system, Service Now, is used by both UKRI and our shared services provider, [UKSBS](#)<sup>1</sup>. Both UKRI employees and UKSBS employees use this system to raise tickets containing queries or instructions for UKSBS to action and respond to.

### Your rights

If you have any queries regarding our response please do let us know. If you are dissatisfied with the handling of your request, you have the right to ask for an internal review, explaining which elements of this decision you disagree with and why. Internal review requests should be submitted within 40 working days of the date of our response and should be addressed to:


Head of Information Governance  
Email: [foi@ukri.org](mailto:foi@ukri.org)

Please quote the reference number above in any future communications.

If you are still not content with the outcome of the internal review, you may apply to refer the matter to the Information Commissioner for a decision. Generally, the ICO cannot make a decision unless you have exhausted the review procedure provided by UKRI. The Information Commissioner can be contacted at: [www.ico.org.uk](http://www.ico.org.uk).

If you wish to raise a complaint regarding the service you have received or the conduct of any UKRI staff in relation to your request, please see [UKRI's complaints procedure](#)<sup>2</sup>.

Yours sincerely,

  
Information Governance  
Information Rights Team  
UK Research and Innovation  
[foi@ukri.org](mailto:foi@ukri.org) | [dataprotection@ukri.org](mailto:dataprotection@ukri.org)

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<sup>1</sup> <https://www.uksbs.co.uk/>

<sup>2</sup> <https://www.ukri.org/who-we-are/contact-us/make-a-complaint/#skipnav-target>