



[REDACTED]

20 May 2020

[REDACTED]

**Freedom of Information request: FOI2020/00112**

Thank you for your Freedom of Information request received on the 29 April in which you requested the following:

**Your request:**

*This is a Freedom of Information request for the following questions:*

- 1. What IT helpdesk tool(s) is/are in use (e.g. SpiceWorks, Freshdesk, etc.) if not, how is your IT managed?*
- 2. What is the price per annum of said helpdesk tool(s)?*
- 3. What are the requirements of the IT team; or, what the tool(s) is/are used for?*
- 4. What is the annual budget available for helpdesk tool(s)?*
- 5. What are the redeeming qualities of the tool(s) (and negative qualities)?*
- 6. What is the start date, length and review date of the contract with the helpdesk tool(s)?*
- 7. How many operators currently use the ITSM tool?*
- 8. How many end-users currently use the ITSM tool?*

**Our response**

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

- 1. What IT helpdesk tool(s) is/are in use (e.g. SpiceWorks, Freshdesk, etc) if not, how is your IT managed?*  
OTRS, Cherwell, and Service Now
- 2. What is the price per annum of said helpdesk tool(s)?*  
OTRS: open source free  
Cherwell: £39,069.70 + VAT  
Service Now: £208,020.00 (Entire Contract Value, including UK SBS users)
- 3. What are the requirements of the IT team; or, what the tool(s) is/are used for?*  
Service request and incident reporting.
- 4. What is the annual budget available for helpdesk tool(s)?*  
See figures provided in Q2.
- 5. What are the redeeming qualities of the tool(s) (and negative qualities)?*  
We are unable to respond to this question under the Freedom of Information Act. This is a request for an opinion, not for information or records held, and is therefore not applicable under the FOIA.
- 6. What is the start date, length and review date of the contract with the helpdesk tool(s)?*  
OTRS: not applicable.  
Cherwell: 01/04/2020 – 12 months – January 2021.  
Service Now: 01/06/2019 – 24 months – 31/05/2021

7. *How many operators currently use the ITSM tool?*

OTRS: 40 operators

Cherwell: 30 operators

Service Now: 2000 approx.

8. *How many end-users currently use the ITSM tool?*

Provision for UKRI staff is approximately 8000

If you have any queries regarding our response or you are unhappy with the outcome of your request and wish to seek an internal review of the decision, please contact:

Head of Information Governance


Email: [foi@ukri.org](mailto:foi@ukri.org) or [infogovernance@ukri.org](mailto:infogovernance@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: <http://www.ico.gov.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 policy: <https://www.ukri.org/about-us/policies-and-standards/complaints-policy/>

Yours sincerely,

  
Information Governance  
Information Rights Team  
UK Research and Innovation  
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