

FOI_1170_2023-24 – FOI Request Concerning – IT Services information

- 1. What IT Service management (ITSM) platform are you currently using? (e.g. ServiceNow, BMC, Freshworks, 4ME) Please provide the platform name**

ServiceNow

- 2. When is your current ITSM platform contract due for renewal? Please provide month/year**

Dec 2026

- 3. Who (if there is one) is your current supplier of professional and managed services for your ITSM platform?**

Expo E

- 4. How many user licences do you have for your ITSM platform?**

20