



Further to your information request FOI/EIR 25/26-291, please find your question and our response below.

Request:

1. What is your name? **ICT Team Leader**
2. What is your email address? **lcthelp@eastcambs.gov.uk**
3. What is the name of your organisation? **East Cambridgeshire District Council**
4. Which type of public sector organisation does your organisation belong to?
 - ☐ Central government department or agency
 - ☒ Local authority
 - ☐ NHS organisation (hospital, trust, CCG, etc.)
 - ☐ Education (school, college, university)
 - ☐ Emergency services (police, fire, ambulance)
5. What is the approximate size of your organisation (number of employees)? 1-50
 - ☐ 51-200
 - ☒ **201-500**
 - ☐ 501-1,000
 - ☐ 1,000-5,000
 - ☐ 5,001-10,000
 - ☐ 10,001+
6. What is your organisation's main enterprise Service Management tool? Service Management is the practice of designing, delivering, managing, and improving IT services so they meet the needs of the business and its users, ensuring reliability, efficiency, and value)
 - ☐ Aisera
 - ☐ Alemba Service Manager (formerly Alemba vFire)
 - ☐ Alloy Software
 - ☐ Atomicwork
 - ☐ BMC Helix (formerly Remedy)
 - ☐ Cherwell
 - ☐ EasyVista
 - ☐ Freshservice
 - ☐ HaloITSM
 - ☐ IFS assyst (formerly Axios Assyst)
 - ☐ InvGate Service Management
 - ☐ Ivanti Neurons / Ivanti Service Manager
 - ☐ Jira Service Management (formerly Jira Service Desk)
 - ☐ ManageEngine ServiceDesk Plus
 - ☐ Omnitacker (Omninet)
 - ☐ OpenText SMAX
 - ☐ OTRS
 - ☐ Remedyforce (Salesforce ITSM)
 - ☐ Serviceaide (CloudSM)
 - ☐ ServiceNow
 - ☐ SolarWinds Service Desk
 - ☐ Spiceworks Help Desk
 - ☐ Sunrise Software
 - ☐ Supportworks (Hornbill Systems)

- ☐ SysAid
- ☐ TOPdesk
- ☐ Xurrent (formerly 4me)
- ☐ Zendesk
- ☒ Other – Please Specify? **Bosssdesk**

7. Which enterprise functions does your main enterprise Service Management tool support? (Select all that apply)

- ☒ IT
- ☐ HR
- ☐ Finance
- ☐ Facilities
- ☐ Legal
- ☐ Marketing
- ☐ Procurement

8. Do you use any additional Service Management tools for specific functions?

- ☒ No
- ☐ Yes

9. If yes, please specify additional Service Management tools for specific functions?

10. What year was your organisation's main Service Management tool first implemented?

- ☐ 2025
- ☐ 2024
- ☐ 2023
- ☐ 2022
- ☒ 2021
- ☐ 2020
- ☐ 2019
- ☐ 2018
- ☐ 2017
- ☐ 2016
- ☐ 2015
- ☐ 2014
- ☐ 2013
- ☐ 2012
- ☐ 2011
- ☐ 2010
- ☐ 2009 or before

11. If the licence for your organisation's main Service Management tool is due for renewal within the next 24 months, do you plan to change to a different tool?

- ☐ Yes
- ☒ No
- ☐ Don't know
- ☐ Not applicable

12. What is the annual software license cost for your current main Service Management tool?

£7275.18

13. How many agents/fulfillers are covered by this licence? **14**

14. If a third party (vendor or another provider) manages the tool fully or partly, what is the annual cost of this managed service? **Included in software cost**

15. What services are included in this third-party management? (Select all that apply)

- ☐ Hosting (infrastructure, monitoring, backups)
- ☒ Upgrades / patching (regular vendor releases, security fixes)
- ☒ User support & incident fixes (end-user assistance, bug resolution, break/fix support)
- ☐ Minor enhancements to existing modules (e.g., workflow changes, form updates, field/config changes)

☒ Major changes (e.g., new modules, new integrations, significant redesign)

16. If the tool is managed fully or partly in-house, what is the approximate FTE (full-time equivalent) effort required to manage it? **n/a**

17. For the following AI Service Management platform capabilities, please indicate the status.

	Already in place	Implementing in next 6 months	Planning to implement in next 24 months	No plans
Native AI (AI features built into the Service Management platform by the vendor, e.g. auto-classification, ticket routing, predictive analytics)	☐	☐	☐	☒
Generative AI (AI models that generate responses or knowledge articles, e.g. LLM- driven virtual agents, automated knowledge base creation, summarisation of tickets)	☐	☐	☐	☒
Agentic AI (AI systems that can autonomously take actions or orchestrate workflows across tools without constant human input, e.g. resolving incidents end-to-end, triggering changes automatically)	☐	☐	☐	☒

18. Where is your Service Management tool hosted?

☒ On-premises

☐ Cloud (private)

☐ Cloud (public)

☐ SaaS (vendor-hosted)

☐ Hybrid (mix of on-premises and cloud)

☐ Don't know

19. If Cloud or SaaS is used, what region hosts the service?

- ☐ UK only
- ☐ EU (outside UK)
- ☐ North America
- ☐ Asia-Pacific
- ☐ Multiple regions (global)
- ☐ Don't know / Not disclosed

Response:

Please see responses above in red

This concludes your request FOI/EIR 25/26-291.

If information has been refused, please treat this as a Refusal Notice for the purposes of the Act.

If you disagree with our decision or are otherwise unhappy with how we have dealt with your request in the first instance you may approach foi@eastcambs.gov.uk and request a review. A request for review must be made in no more than 40 working days from the date of this email.

Should you remain dissatisfied with the outcome you have a right under s50 of the Freedom of Information Act to appeal against the decision by contacting the Information Commissioner, Wycliffe House, Water Lane, Wilmslow SK9 5AF.