



Further to your information request FOI/EIR 25/26-297, please find your question and our response below.

Request:

I am writing to request information under the Freedom of Information Act regarding the running costs of your IT service management system (ITSM) at your organisation.

Specifically, I am requesting information on the following:

What ITSM solution are you using? E.g. ServiceNow, Hornbill, Halo, Freshservice, Ivanti, BMC, Xurrent, etc

Running costs: Please provide the past 18months (since April 2024) costs against the below line items.

Response:

Business Oriented Software Solutions Inc.

	Item	Total
1.1	Implementation (if applicable)	0
1.2	Subscription / Licencing	£10,614.76 (pro-rot April 24 – September 25)
1.3	Support – <i>this is included in line above</i>	
1.4	Professional Services (project work etc)	-
1.5	Managed Services (where applicable)	-
1.6	Approximate Staff costs ass'c with running the platform	
	And/Or	
1.7	Number of FTE associated to platform operations (if unable to provide answer to 1.6)	15

This concludes your request FOI/EIR 25/26-297.

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.