

Freedom of Information Request: Our Reference CTHB_366_19

You asked:

I am currently doing some research into IT Service Management and Desktops ITAM trends in the UK public sector. Could you kindly provide me with the below information about your organisation:

What software product(s) are you using to manage your IT Service Management (e.g. ServiceNow, Cherwell, Hornbill etc.)?

ServicePoint – nationally SM tool in use across NHS Wales.

Who is your current vendor?

[NHS Wales Informatics Service](#) (NWIS). For further information please contact [NWIS](#) directly.

When does the contract with your current service desk provider end?

N/A.

How much does your current ITSM service desk tool cost annually?

N/A.

When will you be looking to review your current service desk tool?

N/A.

What software product(s) are you using to manage your desktops ITAM e.g SCCM, Manage engine etc.)?

Track-IT – locally developed application.

Who is your current vendor?

In-house solution.

When does the contract with your current desktop provider end?

N/A.

How much does your current ITAM desktop tool cost annually?

N/A.

When will you be looking to review your current desktop tool?

N/A.

Who is your primary IT company contact?

N/A.