



Freedom of Information Request

REQUEST NUMBER: HC/000064/18

KEYWORD: Information Technology

Request	Response
1. What software product(s) are you using to manage your IT Service Management (e.g. Landesk, ServiceNow, Cherwell, Hornbill etc.)?	1. VFire
2. When does the contract with your current service desk provider end?	2. March 2019
3. How much does your current ITSM service desk tool cost annually?	3. £26,500
4. When will you be looking to review your current service desk tool?	4. In the next two years.
	Note: Hampshire Constabulary and Thames Valley Police operate a joint ICT Unit.