

Human Tissue Authority  
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**Web** [www.hta.gov.uk](http://www.hta.gov.uk)  
**Email** [enquiries@hta.gov.uk](mailto:enquiries@hta.gov.uk)  
**Date** 11 November 2019

By email to [REDACTED]

Dear [REDACTED]

### **Freedom of Information request**

Thank you for your request for information under the Freedom of Information Act (FOIA), which was received by the Human Tissue Authority (HTA) on 13 November 2019.

Your email outlined the following request:

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.)?

Who is your current vendor?

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

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

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

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

Who is your current vendor?

When does the contract with your current desktop provider end?

How much does your current ITAM desktop tool cost annually?

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

Who is your primary IT company contact?

## Response

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

*We do not use an IT Service Management product internally, this service is included in our managed service contract.*

Who is your current vendor?

*Our managed service provider use Microsoft Dynamics CRM.*

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

*November 2020.*

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

*This is included as part of the managed service contract.*

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

*IT Service Management will be included in scope of a re-tender but will not be reviewed in isolation.*

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

*We do not use a desktop management product internally, this service is included in our managed service contract.*

Who is your current vendor?

*Our managed service provider use Microsoft WSUS.*

When does the contract with your current desktop provider end?

*November 2020.*

How much does your current ITAM desktop tool cost annually?

*This is included as part of the managed service contract.*

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

*Desktop Management will be included in scope of a re-tender but will not be reviewed in isolation.*

Who is your primary IT company contact?

*The Head of Business Technology*

## **Further information**

If you are unhappy with the way the HTA has handled your request for information in this case, you may in the first instance ask us for an internal review by writing to us at the above postal or email address.

If you remain dissatisfied with the handling of your request or complaint, you have the right to appeal directly to the Information Commissioner for a decision, at the address below. There is no charge for making an appeal.

Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire SK9 5AF

Telephone: 08456 30 60 60 or 01625 54 57 45

Website: [www.ico.gov.uk](http://www.ico.gov.uk)

Yours sincerely

[Redacted signature]

[Redacted name]