

Mr John Gilchrist
Freedom of Information Officer

22 January 2018

Ref: FOI/January 2018/ Ben O'Neil

By email to oneilben89@gmail.com

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Dear Mr O'Neil

Your request for information received on 8 January 2018 has been dealt with under the provisions of the Freedom of Information Act 2000 (FOIA).

You asked:

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

1. What software product(s) are you using to manage your IT Service Management (e.g. Landesk, ServiceNow, Cherwell, Hornbill etc.)?
2. When does the contract with your current service desk provider end?
3. How much does your current ITSM service desk tool cost annually?
4. When will you be looking to review your current service desk tool?

University Response

1. Preretention
2. June 2019
3. This is commercially sensitive information because we only have one contractor for this service and so in this instance we cannot disclose the current annual spend. This

information has therefore been withheld on the basis that it is considered to be exempt under s.43(2) of the FOIA.

This is a qualified exemption and we have therefore applied the public interest test. In making this decision we have weighed such factors as the University's desire to be open and transparent in all its dealings against the need to ensure that it is able to contract openly in the market place and protect the commercial interests of those companies and bodies it deals with. The disclosure of information would be likely to assist competitors in gaining an advantage over future bids; to release this information would be likely to prejudice the competitiveness of the incumbent contractor when bidding for future university business; and it would also be likely to prejudice University's commercial interests by not being able to obtain future competitive bids and thereby obtain the best possible value for money for the public purse. Accordingly, insofar as this element of your request is concerned and in accordance with Section 17 of the Freedom of Information Act ("the Act") this letter acts as a refusal notice.

4. Date has not yet been agreed

I trust this satisfies your request sufficiently. Under the Freedom of Information Act 2000, you have the right to complain about the University's response to your request for information. If you have such a complaint, you may contact Mrs Teresa Kelly, Clerk to the Board of Governors, Middlesex University, Hendon campus, London NW4 4BT, tel: 020 8411 6018, t.kelly@mdx.ac.uk within 40 days of the date of this letter for a review of the University's decision. If you remain unsatisfied with the outcome of that complaint, you may seek further recourse by lodging an appeal with the Information Commissioner.

Yours sincerely

John Gilchrist
Freedom of Information Officer