

# GREATER LONDON AUTHORITY

[REDACTED]  
[REDACTED]  
(by email)

Our Ref: MGLA050419-9727

9 April 2019

Dear [REDACTED]

Thank you for your request for information which the GLA received on 5 April 2019. Your request has been dealt with under the Freedom of Information Act 2000.

Please find attached the information we hold within the scope of your request

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

- Track-It.

*2. Who is your current vendor?*

- Revo Service Management Ltd

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

- 2 March 2020

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

- £5k pa

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

- Probably 2020

If you have any further questions relating to this matter, please contact me, quoting the reference MGLA050419-9727.

Yours sincerely

[REDACTED]  
**Information Governance Officer**

If you are unhappy with the way the GLA has handled your request, you may complain using the GLA's FOI complaints and internal review procedure, available at:

<https://www.london.gov.uk/about-us/governance-and-spending/sharing-our-information/freedom-information>