

# GREATER LONDON AUTHORITY

██████████  
(By email)

Our Ref: MGLA260919-3281

16 October 2019

Dear ██████████

Thank you for your request for information about IT service management, which the Greater London Authority (GLA) received on 26 September 2019. Your request has been dealt with under the Freedom of Information Act 2000.

Please find below the information we hold within the scope of your request:

- 1) *Is your current IT Service Management function and associated software application based in house or Outsourced to a 3rd Party?*

Our current IT service management function and associated software is based in house.

- 2) *Please provide the full name and version of the ITSM software application in use?*

Track-It version 11.4

- 3) *What is the lifetime value of the contract and over how many years?*

The current contract has a value of £ 11,177.11 nett over 3 years

- 4) *As part of the existing contract how many support operatives (agents) are licenced/subscribed to use the solution? (These are individuals who work on the desk in resolver groups, not customers using a Self-Service function).*

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- 5) *When is the contract due for renewal?*

The current contract is due to expire on 02 March 2020

- 6) *How was the current solution procured – directly with the Vendor, through a Framework or via G Cloud?*

Directly with the Vendor

- 7) *What are your published procurement thresholds for tendering purposes?*

They are available here on page 10 :

[https://www.london.gov.uk/sites/default/files/contracts\\_funding\\_code\\_-\\_apr\\_17\\_final\\_0.pdf](https://www.london.gov.uk/sites/default/files/contracts_funding_code_-_apr_17_final_0.pdf)

- 8) *What is the Authority's strategy with regards to Cloud solutions as opposed to In House installations?*

Our current strategy is to look at cloud based solutions where appropriate

- 9) *Has the organisation ever procured through the G Cloud Framework?*

Yes

If you have any further questions relating to this matter, please contact me, quoting the reference MGLA260919-3281.

Yours sincerely

  
**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>