

Dear [REDACTED]

Thank you for your request for information which the GLA received on 9 January 2017. Your request has been dealt with under the Freedom of Information Act 2000.

You requested:

"I would like to request the following information regarding the council's IT infrastructure:

- 1. Do you currently have an IT service desk in place?*
- 2. What software tool is in place?*
- 3. What is the cost for this service charged by the provider (including any maintenance fees)*
- 4. When is the contract due to be reviewed?*
- 5. Who is the contact responsible for your IT Service Desk Software"*

Our response to your request is as follows:

1. Do you currently have an IT service desk in place?

Yes.

2. What software tool is in place?

Track-It!

3. What is the cost for this service charged by the provider (including any maintenance fees)

Circa £4390.66 per annum

4. When is the contract due to be reviewed?

Currently on a rolling contract next renewal date 02 March 2017.

5. Who is the contact responsible for your IT Service Desk Software

Jawaid Bhatti, Operations Manager Technology Group.

If you have any further questions relating to this matter, please contact me, quoting the reference at the top of this email.

Yours sincerely

Ruth Phillips
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>