



Staffordshire Fire & Rescue Service HQ  
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<b>FOI reference</b> 007/18	<b>Date Received</b> 08/01/18
<b>Request:</b>	
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?	
<b>Response:</b>	
1. Track-IT	
2. July 2018	
3. £2,900.00	
4. May 2018	

