



Northamptonshire Police and Crime Commission

Freedom of Information Act Request Response No. 21092017-1

Question

1. Which IT Service Management (ITSM) solutions are currently being used by your organisation in their IT operations and Service Desk functions.
2. How much did the organisation spend on this solution? (Please provide initial setup / deployment costs and ongoing costs)
3. Which company did your organisation procure the current solution from and by which method? (i.e. Direct Award / Tender etc.)
4. When does the current ITSM solution contract expire?
5. Who in the organisation is responsible for deciding which ITSM tool is used? (Please provide name and job title)

Answer

I am writing to advise you that, following a search of our paper and electronic records, I have established that the information you requested is not held by The Office of the Police and Crime Commissioner for Northamptonshire.

The Office of the Northamptonshire Police and Crime Commissioner (OPCC) and Northamptonshire Police are two separate legal entities. However, the Chief Constable of Northamptonshire Police does assist the Northamptonshire Police and Crime Commissioner by making available resources delegated to the Force by the Commissioner. This includes Information, Communication and Technology Services, including website hosting.

Northamptonshire Police's Information Unit may hold some of the information you are seeking. If you have not already done so, then you may wish to write to Ian Kelly, Freedom of Information and Data Protection Team Leader, Information Unit, Force Headquarters, Wootton Hall, Northampton, NN4 0JQ. freedomofinformation@northants.police.uk

If you are dissatisfied with the handling of your request, you have the right to ask for an internal review. Internal review requests should be submitted within two months of the date of receipt of the response to your original letter and should be addressed to: Martin Scoble, Chief Executive, Office of the Northamptonshire Police and Crime Commissioner, East House, Force Headquarters, Wootton Hall, Northampton, NN4 0JQ

Please remember to quote the reference number above in any future communications. If you are not content with the outcome of the internal review, you have the right to apply directly to the Information Commissioner for a decision.

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