FREEDOM OF INFORMATION

REF:
Subject: IT Service Management (ITSM) Software

Dear Sir/Madam,

Thank you for your email dated **19/01/2026** where you requested information about **IT Service Management (ITSM) Software.**

The information you requested is enclosed.

Question	Answer
1. Total number of employees (across the whole Trust)	Date recorded: 20/01/2026 Trust: 6129 iFM: 571
2. Total number of IT service desk agents	<5
3. Existing service desk software used	Service Now
4. Deployment model (Cloud-based or On-Premise)	Cloud
5. Number of software licenses	170 approx
6. Contract renewal date	March 2028
7. Annual cost of contract	£128,600
8. Total cost of contract	£385,800
9. Contract review date	September 2027
10. Main decision maker/contact for service desk software	Director of Strategic Transformation

If you have any queries or concerns please do not hesitate to contact the Freedom of Information Department. It would be helpful to quote the above reference number in any future communication.

If you are unhappy with the service you have received in relation to your request and wish to make a complaint or request a review of our decision, you should write to The Chief Executive, Bolton NHS Foundation Trust, The Royal Bolton Hospital, Minerva Road, Farnworth, Bolton. BL4 0JR.

If you are not content with the outcome of your complaint you may apply directly to the Information Commissioner. Generally the Information Commissioner cannot make a decision unless you have exhausted the complaints procedure provided by Bolton NHS Foundation Trust. The Information Commissioner can be contacted at The

Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire. SK9 5AF.

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Yours sincerely,

Information Governance Department

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transforming lives...for a better Bolton