

From: Freedom of Information Requests
Sent: 10 October 2025 09:17
To:
Subject: Freedom of information response -

Dear Sir/Madam,

Thank you for your Freedom of Information request dated 15 September 2025 for information about ITSM. Please find below City of Doncaster Council's responses to the questions you have raised.

1. What ITSM solution are you using? E.g. ServiceNow, Hornbill, Halo, Freshservice, Ivanti, BMC, Xurrent, etc

Response: TopDesk

2. Running costs: Please provide the past 18months (since April 2024) costs against the below line items

Response:

	Item	Total
1.1	Implementation (if applicable)	N/A
1.2	Subscription / Licencing	This information is exempt from disclosure under Section 21 of the Freedom of information Act. Section 21 exempts information from the right of access if that information is reasonably accessible to the applicant by other means. In this case the information is available on our website here: Local Transparency - Current Contracts - City of Doncaster Council
1.3	Support	
1.4	Professional Services (project work etc)	£10,460
1.5	Managed Services (where applicable)	This information is exempt from disclosure under Section 21 of the Freedom of information Act. Section 21 exempts information from the right of access if that information is reasonably accessible to the applicant by other means. In this case the information is available on our website here: Local Transparency - Current Contracts - City of Doncaster Council
1.6	Approximate Staff costs ass'c with running the platform	Information not held
	And/Or	
1.7	Number of FTE associated to platform operations (if unable to provide answer to 1.6)	Information not held

I hope that this information is useful to you.

The City of Doncaster Council estimates that it has cost £49 to respond to this request for information.

Reviewing any decisions made:

If you are not happy with this reply you can ask us to review our response. To do this write to us within 40 working days of receiving your response at the address below or email FOIAppeals@doncaster.gov.uk

If you do not agree with the review decision you can apply to the Information Commissioner's Office (ICO) for a decision about our compliance or otherwise with the Freedom of Information legislation. Contact details for the ICO are: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF. www.ico.org.uk Telephone 0303 123 1113.

Yours faithfully,

Ellen Dook
Information Governance Officer
Corporate Resources
City of Doncaster Council

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