



Northamptonshire Fire and Rescue Service

Please ask for: Service Information Team Leader
Tel: 01604 797000
Our ref:
Your ref: N/A
Date: 15 November 2019
If you have any difficulty in obtaining the above telephone number please email enquiries@northantsfire.gov.uk.

Re: Request for information (our ref: NFRS2019-105-116)

I am writing in response to your request for information under the Freedom of Information Act 2000, received 28 October 2019. Our response is provided below:

Q1 What software product(s) are you using to manage your IT Service Management (e.g. ServiceNow, Cherwell, Hornbill etc.)?

Northamptonshire Fire and Rescue Service (NFRS) utilise E-works.

Q2 Who is your current vendor?

The vendor for E-works is Ask-4 Business Solutions Ltd.

Q3 When does the contract with your current service desk provider end?

N/A

Q4 How much does your current ITSM service desk tool cost annually?

The annual cost is currently £4,000.00

Q5 When will you be looking to review your current service desk tool?

N/A

Q6 What software product(s) are you using to manage your desktops ITAM e.g SCCM, Manage engine etc.)?

SCCM is used to manage NFRS desktops.



Q7 *Who is your current vendor?*

N/A

Q8 *When does the contract with your current desktop provider end?*

N/A

Q9 *How much does your current ITAM desktop tool cost annually?*

N/A

Q10 *When will you be looking to review your current desktop tool?*

N/A

Q11 *Who is your primary IT company contact?*

The primary contact is our Information and Communication Systems Manager, Simon Iddon who can be contacted via email: siddon@northantsfire.gov.uk

If I can be of any further assistance please do not hesitate to contact me quoting reference NFRS2019-105-116.

Yours sincerely

Service Information Team Leader

If you are unhappy with the response, you can ask the Service to review it. To do this, please email enquiries@northantsfire.gov.uk or alternatively write to the address below:

Service Information Manager
Northamptonshire Fire and Rescue Service
Moulton Logistics Centre
Moulton Way
Northampton
NN3 6XJ

If our internal review does not resolve the issue to your complete satisfaction, you have the right to apply to the Information Commissioner for a decision at the following address:

Information Commissioner
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

