

Nicola Hesketh
Project and Information Co Ordinator

Our Ref: FOI4320/NH/02
Please ask for: Nicola Hesketh
Direct dial: 01827 709 587
E-mail: FOImailbox@tamworth.gov.uk

[Name Redacted]
Nethelpdesk

6th February 2016

Dear [Name Redacted]

Freedom of Information – Request for Information

With regards to your recent enquiry for information held by the Authority under the provisions of the Freedom of Information Act. Please find the information you requested below with reference in the box to your original enquiry for clarity where multiple answers are required.

Details of Your Request

I would like to request the following information regarding the council's IT infrastructure:

- 1. Do you currently have an IT service desk in place?*
- 2. What software tool is in place?*
- 3. What is the cost for this service charged by the provider (including any maintenance fees)*
- 4. When is the contract due to be reviewed?*
- 5. Who is the contact responsible for your IT Service Desk Software*

The response to your request as follows:

1. Yes

2. Sunrise Sostenuto

3. This information is considered publically available on our website at:

<http://www.tamworth.gov.uk/tenders-and-contracts> therefore S21 of the FOI Act is applied to this part of your request

4. This information is considered publically available on our website at:

<http://www.tamworth.gov.uk/tenders-and-contracts> therefore S21 of the FOI Act is applied to this part of your request

5. Technical Services Manager

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This council also believes in transparency of information, this includes requests made under the Freedom of Information Act and the Environmental Information Regulations and we reserve the right to publish these requests in our Disclosure Log along with the response, the requestors name and/or company where the information is requested on a regular basis. Care shall be taken not to publish your email address or physical address where it is considered personal information as defined under the Data Protection Act 1998.

Project and Information Coordinator,
Tamworth Borough Council,
Marmion House,
Lichfield Street,
Tamworth,
B79 7BZ

Details of Tamworth Borough Council's internal review and complaints procedure are attached, in accordance with the provisions of the Act.

Yours Sincerely

Nicola Hesketh
Project and Information Coordinator