LFB

LONDON FIRE BRIGADE

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Freedom of Information request reference number: 6994.1

Date of response: 07 December 2022

Request:

If you could let me know the answer to the following questions:

- *Which ITSM service tool do you currently use?*
- *When will you next be carrying out a review of this ITSM service tool ?*
- *As part of any review, will you be looking at other ITSM service tools ?*
- *Who is the best contact in relation to your ITSM service tool ?*
- *What are their contact details ?*

Response:

The LFB ICT team have provided the following response to your queries in turn below:

Which ITSM service tool do you currently use?

Marval

When will you next be carrying out a review of this ITSM service tool?

2023

As part of any review, will you be looking at other ITSM service tools?

No plans to do so at present.

Who is the best contact in relation to your ITSM service tool?
What are their contact details?

Sylvia Clifton: sylvia.clifton@london-fire.gov.uk

We have dealt with your request under the Freedom of Information Act 2000. For more information about this process please see the guidance we publish about making a request on our website.