



LEGAL SERVICES
BOARD

Legal Services Board
The Rookery
2 Dyott Street
London WC1A 1DE

www.legalservicesboard.org.uk

FoI request (Ref: 20191114-01)

Thank you for your request for information about LSB IT service management.

I confirm that LSB holds the information that you have requested, which is set out below.

1. What software product(s) are you using to manage your IT Service Management (e.g. ServiceNow, Cherwell, Hornbill etc.)?
The LSB has contracted TIG Ltd until 31 May 2021 to supply the LSB with an end-to-end IT managed service. As such, we do not have separate relationships/contracts with the providers of IT service desk tools. That said, we can inform you that TIG Ltd uses ConnectWise for the LSB's IT service Management.
2. Who is your current vendor?
Please see response to question 1.
3. When does the contract with your current service desk provider end?
Please see response to question 1.
4. How much does your current ITSM service desk tool cost annually?
We do not hold this information. Please see response to question 1.
5. When will you be looking to review your current service desk tool?
Not applicable - please see response to question 1.
6. What software product(s) are you using to manage your desktops ITAM e.g SCCM, Manage engine etc.)?
Please see response to question 1. We can inform you that TIG Ltd uses Intune to manage the LSB's desktop ITAM.
7. Who is your current vendor?
Please see response to question 1.
8. When does the contract with your current desktop provider end?
Please see response to question 1.
9. How much does your current ITAM desktop tool cost annually?
Please see response to question 1. We do not hold this information.

10. When will you be looking to review your current desktop tool?

Please see response to question 1. We do not hold this information.

11. Who is your primary IT company contact?

Melanie Stewart, Head of Finance

If you are dissatisfied with this response to your request for information, you have the right to ask for an internal review / to submit a complaint (see [LSB's Freedom of information – Complaints procedure](#)).

If you are dissatisfied with the outcome of your complaint, you may refer the matter to the Information Commissioner for a decision. Please be aware that the Commissioner will be unlikely to make a decision until you have been through our internal complaints procedure first. You can write to the Commissioner at:

FOI/EIR Complaints Resolution
Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

The reference for your request, which should be quoted in all correspondence, is:
20191114-01.