| Police Scotland logo | Freedom of Information Response Our reference: FOI 25-2566  Responded to: 05 September 2025 |
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Your recent request for information is replicated below, together with our response.

1. **What is the name of the ITSM (IT Service Management) software used?**

Ivanti Service Desk

1. **What is the end date on the current contract?**

31st December 2026

1. **How many licences are required by IT?**

450

1. **What is the current annual contract value?**

£292,442 per year

1. **What is the length of contract and total contract value for the entire contract?**

3 years with 2 year extension option, total contract value over the maximum term was £677,658.00.

1. **Has the platform been considered for upgrade to an Enterprise Service Management Platform?**

Yes, a project has been initiated to replace the existing ITSM

1. **If there are plans underway or budget allocated what dates is this going to be kicked off and how can suppliers be engaged?**

The project is currently progressing through internal governance with a view to seeking approval to progress the procurement of a replacement ITSM. Suppliers will be engaged via the relevant procurement framework.

If you require any further assistance, please contact us quoting the reference above.

You can request a review of this response within the next 40 working days by [email](mailto:foi@scotland.police.uk) or by letter (Information Management - FOI, Police Scotland, Clyde Gateway, 2 French Street, Dalmarnock, G40 4EH). Requests must include the reason for your dissatisfaction.

If you remain dissatisfied following our review response, you can appeal to the Office of the Scottish Information Commissioner (OSIC) within 6 months - [online](https://www.foi.scot/appeal), by [email](mailto:enquiries@foi.scot) or by letter (OSIC, Kinburn Castle, Doubledykes Road, St Andrews, KY16 9DS).

Following an OSIC appeal, you can appeal to the Court of Session on a point of law only.

This response will be added to our [Disclosure Log](http://www.scotland.police.uk/access-to-information/freedom-of-information/disclosure-log) in seven days' time.

Every effort has been taken to ensure our response is as accessible as possible.   
If you require this response to be provided in an alternative format, please let us know.