

Enterprise Service Management Tool Information Request



This freedom of information request relates to your organisation's main enterprise Service Management tool.

We have provided this as an online form format to simplify providing responses. Please provide responses by **5:00pm BST on 2 October 2025**.

All responses will be treated with the highest level of confidentiality. Results will be aggregated across public sector industries and shared in the form of a published report. Individual responses will remain strictly within Mason Advisory Ltd and will not be shared externally. Your contribution will directly support the development of research that benefits the wider Service Management community and helps highlight key trends across the industry.

We greatly appreciate your time and input

1. What is your name?

Section 40(2) Personal information

2. What is your email address?

foi@uea.ac.uk

3. What is the name of your organisation? *

University of East Anglia

4. Which type of public sector organisation does your organisation belong to? *

- ☐ Central government department or agency
- ☐ Local authority
- ☐ NHS organisation (hospital, trust, CCG, etc.)
- ☒ Education (school, college, university)
- ☐ Emergency services (police, fire, ambulance)
- ☐ Other

5. What is the approximate size of your organisation (number of employees)? *

Please select the range that best describes your organisation's total number of employees.

- ☐ 1-50
- ☐ 51-200
- ☐ 201-500
- ☐ 501-1,000
- ☒ 1,000-5,000
- ☐ 5,001-10,000
- ☐ 10,001+

6. What is your organisation's main enterprise Service Management tool? *

(Service Management is the practice of designing, delivering, managing, and improving IT services so they meet the needs of the business and its users, ensuring reliability, efficiency, and value)

- ☐ Aisera
- ☐ Alemba Service Manager (formerly Alemba vFire)
- ☐ Alloy Software
- ☐ Atomicwork
- ☐ BMC Helix (formerly Remedy)
- ☒ Cherwell
- ☐ EasyVista
- ☐ Freshservice
- ☐ HaloITSM
- ☐ IFS assyst (formerly Axios Assyst)
- ☐ InvGate Service Management
- ☐ Ivanti Neurons / Ivanti Service Manager
- ☐ Jira Service Management (formerly Jira Service Desk)
- ☐ ManageEngine ServiceDesk Plus
- ☐ Omnitraccker (Omninet)
- ☐ OpenText SMAX
- ☐ OTRS
- ☐ Remedyforce (Salesforce ITSM)
- ☐ Serviceaide (CloudSM)
- ☐ ServiceNow
- ☐ SolarWinds Service Desk
- ☐ Spiceworks Help Desk
- ☐ Sunrise Software
- ☐ Supportworks (Hornbill Systems)
- ☐ SysAid
- ☐ TOPdesk
- ☐ Xurrent (formerly 4me)
- ☐ Zendesk
- ☐ ~

7. Which enterprise functions does your main enterprise Service Management tool support?
(Select all that apply) *

- ☒ IT
- ☐ HR
- ☐ Finance
- ☐ Facilities
- ☐ Legal
- ☐ Marketing
- ☐ Procurement
- ☒ Other

8. Do you use any additional Service Management tools for specific functions? *

- ☒ No
- ☐ Yes

9. If yes, please specify additional Service Management tools for specific functions?

10. What year was your organisation's main Service Management tool first implemented? *

- ☐ 2025
- ☐ 2024
- ☐ 2023
- ☐ 2022
- ☐ 2021
- ☐ 2020
- ☐ 2019
- ☐ 2018
- ☐ 2017
- ☐ 2016
- ☒ 2015
- ☐ 2014
- ☐ 2013
- ☐ 2012
- ☐ 2011
- ☐ 2010
- ☐ 2009 or before

11. If the licence for your organisation's main Service Management tool is due for renewal within the next 24 months, do you plan to change to a different tool? *

- ☒ Yes
- ☐ No
- ☐ Don't know
- ☐ Not applicable

12. What is the annual software license cost for your current main Service Management tool? (in £) *

£47,380.50 + VAT

13. How many agents/fulfillers are covered by this licence? *

50

14. If a third party (vendor or another provider) manages the tool fully or partly, what is the annual cost of this managed service? (in £) *

N/A

15. What services are included in this third-party management? (Select all that apply) *

- ☐ Hosting (infrastructure, monitoring, backups)
- ☐ Upgrades / patching (regular vendor releases, security fixes)
- ☐ User support & incident fixes (end-user assistance, bug resolution, break/fix support)
- ☐ Minor enhancements to existing modules (e.g. workflow changes, form updates, field/config changes)
- ☐ Major changes (e.g. new modules, new integrations, significant redesign)
- ☒ Other - Not applicable

16. If the tool is managed fully or partly in-house, what is the approximate FTE (full-time equivalent) effort required to manage it? *

1 FTE

17. For the following AI Service Management platform capabilities, please indicate the status. *

	Already in place	Implementing in next 6 months	Planning to implement in next 24 months	No plans
Native AI (AI features built into the Service Management platform by the vendor, e.g. auto-classification, ticket routing, predictive analytics)	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Generative AI (AI models that generate responses or knowledge articles, e.g. LLM-driven virtual agents, automated knowledge base creation, summarisation of tickets)	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Agentic AI (AI systems that can autonomously take actions or orchestrate workflows across tools without constant human input, e.g. resolving incidents end-to-end, triggering changes automatically)	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>

18. Where is your Service Management tool hosted? *

- ☐ On-premises
- ☒ Cloud (private)
- ☐ Cloud (public)
- ☐ SaaS (vendor-hosted)
- ☐ Hybrid (mix of on-premises and cloud)
- ☐ Don't know

19. If Cloud or SaaS is used, what region hosts the service? *

- ☐ UK only
- ☒ EU (outside UK)
- ☐ North America
- ☐ Asia-Pacific
- ☐ Multiple regions (global)
- ☐ Don't know / Not disclosed

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