Enterprise Service Management Tool Information Request 2026

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 21 September 2026**.

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.

When you submit this form, it will not automatically collect your details like name and email address unless you provide it yourself.

* Required

1. What is your name?

   This information is exempt from disclosure under Section 40(2) of the Freedom of Information Act

2. What is your email address?

   Freedomofinformation@dover.gov.uk

3. What is the name of your organisation? *

   Dover District Council

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

   ◯ Central government department or agency

- [x] Local authority
- [ ] NHS organisation (hospital, trust, CCG, etc.)
- [ ] Education (school, college, university)
- [ ] Emergency services (police, fire, ambulance)
- [ ] Other

5. How many people does your business employ? *

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

- [ ] 1-50 employees
- [ ] 51-200 employees
- [x] 201-500 employees
- [ ] 501-1,000 employees
- [ ] 1,000-5,000 employees
- [ ] 5,001–10,000 employees
- [ ] 10,000+ employees

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
- ○ Omnitracker (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
- ○ Servicely
- ○ Don't know
- ◉ Built in house in PowerApps

7. What shared business functions is your Service Management tool used for? Select all that apply *

- [ ] Facilities
- [ ] Finance
- [ ] HR
- [x] IT
- [ ] 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?

Enter your answer

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

- ( ) 2026
- ( ) 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 £) *

Built in to our MS365 E5 License

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

530 E5 licenses

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 £)

SaaS product managed by Microsoft (PowerApps)

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

- [x] Hosting (infrastructure, monitoring, backups)
- [x] Upgrades / patching (regular vendor releases, security fixes)
- [ ] User support & incident fixes (end-user assistance, bug resolution, break/fix support)
- [x] Minor enhancements to existing modules (e.g. workflow changes, form updates, field/config changes)
- [x] Major changes (e.g. new modules, new integrations, significant redesign)
- [ ] N/A
- [ ] Other

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

0.1

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)	○	○	○	◉

	Already in place	Implementing in next 6 months	Planning to implement in next 24 months	No plans
Generative AI (AI models that generate responses or knowledge articles, e.g. LLM-driven virtual agents, automated knowledge base creation, summarisation of tickets)	○	○	○	◉
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)	○	○	○	◉

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
- ◯ N/A

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