



**Hampshire  
& Isle of Wight**  
FIRE & RESCUE SERVICE

**Information Compliance Team**  
Headquarters  
Leigh Road  
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SO50 9SJ

Sent by email to:

[REDACTED]

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**t.** 02380 626850  
**e.** [DP@hantsfire.gov.uk](mailto:DP@hantsfire.gov.uk)  
**w.** [hantsfire.gov.uk](http://hantsfire.gov.uk)

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Date: 1 December 2022

Our Reference: FOI 098 22-23

Enquiries to: Information Compliance Officer

### **Freedom of Information Act 2000**

Dear [REDACTED]

We are writing in respect of your application for the release of information held by the Service, which we received on 9 November 2022. We can confirm that we have now completed our search for the information requested.

#### **You asked:**

Which ITSM service tool do you currently use?

#### **Our answer:**

We can confirm that we hold the information requested. We currently use Hornbill Service Manager.

#### **You asked:**

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

#### **Our answer:**

The next review is planned for the financial year 24/25.

#### **You asked:**

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

**Our answer:**

We will be reviewing the current arrangement, other ITSM tools and looking at whether we should develop our own ITSM system using our in-house team.

**You asked:**

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

**Our answer:**

The release of this information would enable the unfair (within the meaning of the UK GDPR) identification of a member of the Service. As such we are refusing to provide this information as per Section 40 of the Freedom of Information Act 2000.

Any future correspondence with Hampshire and Isle of Wight Fire and Rescue Service in relation to this matter should be sent to the Information Compliance Officer at the above address.

If for whatever reason you are unhappy with our response you may request an internal review by contacting [DP@hantsfire.gov.uk](mailto:DP@hantsfire.gov.uk) or by writing to the Information Compliance Team at the above address.

Should you remain dissatisfied you can appeal against the internal review decision by contacting the Information Commissioner, Wycliffe House, Water Lane, Wilmslow SK9 5AF.

Yours sincerely

Information Compliance Officer  
Information Compliance Team  
Hampshire and Isle of Wight Fire and Rescue Service