AN COIMISIÚN UM ACHOMHAIRC CHÁNACH
TAX APPEALS COMMISSION

FOI Disclosure Log

Quarter 3 2023

Case ID	Requester Type	Details	Date Decision Issued	Decision
FOI/004/2023	Non-Personal	1. If you use an IT Service Management solution (aka ITSM), please advise what you are currently using? (examples include: ServiceNow, BMC, Freshworks, 4ME, Hornbill, ManageEngine, Ivanti etc) Please provide the platform name? If possible, please also provide the previously utilised solution and reason for change. 2. When is your current ITSM platform contract due for renewal? Please provide month/year. 3. Who (if there is one) is your current supplier of professional and managed services for your ITSM platform? If this is managed internally, please confirm the same. 4. How many user licences do you have for your ITSM platform? 5. Who is the principal contact for IT Services within your organisation? i.e. Director of IT or Head of Service Delivery. Please provide Linkedin or available contact details (where appropriate).	25/08/2023	Grant