



Loch Lomond & The Trossachs National Park Authority
Carrochan
Carrochan Road
Balloch
G83 8EG

FOI Ref: FOI 2022-028
9th November 2022

REQUEST UNDER FREEDOM OF INFORMATION (SCOTLAND) ACT 2002

We refer to your request for information, received by email on the 27th October 2022. Your specific requests and the Park Authority's response are provided below.

"I am carrying out some research in relation to various organisations and how they manage their IT service desk, so I would appreciate your feedback.

If you could let me know the answer to the following questions:"

- **"Which ITSM service tool do you currently use?"**

The Park Authority does not have a full ITSM toolset, we only operate an IT Helpdesk, for which we use Spiceworks.

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

There are no plans to conduct a review of the existing service in the immediate future.

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

There are no plans to conduct any review in the immediate future.

- **"Who is the best contact in relation to your ITSM service tool?"**

The IT Helpdesk is the responsibility of our Information Services Manager.

- **"What are their contact details?"**

Our Information Services Manager can be contacted via info@lochlomond-trossachs.org, however, we have to advise that as a non-departmental public body, the Park Authority does not process unsolicited requests from IT suppliers. For most IT purchases, the Park Authority uses Scottish Government contracts for the acquisition of IT supplies. There are many forms of Government contracts, most IT hardware/software is sourced from either Crown Commercial Services (CCS) contractions or Scottish Government (SG) contracts.

LOCH LOMOND & THE TROSSACHS NATIONAL PARK AUTHORITY

National Park Headquarters, Carrochan, Carrochan Road, Balloch, G83 8EG Long: 4°34'24"W Lat: 56°00'12"N

t: 01389 722600 f: 01389 722633 e: info@lochlomond-trossachs.org w: lochlomond-trossachs.org

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Links to these contract services are provided as follows:

CCS: [Crown Commercial Service - GOV.UK \(www.gov.uk\)](http://www.gov.uk)

SG: [Procurement: Scottish Government frameworks and contracts - gov.scot \(www.gov.scot\)](http://www.gov.scot)

The Park Authority would very rarely issue tenders for IT hardware and software. Where required, tenders would be advertised via a public contracts portal website: [Home - Public Contracts Scotland](#)

We would recommend registration with this site should you be interested in being considered for any future contracts or tenders advertised by the Park Authority.

Yours sincerely

**Information Management
Loch Lomond and the Trossachs National Park Authority**

Review Procedure

If you are dissatisfied with this decision, or the way in which the Authority has dealt with your request, you are entitled to require the Authority to review its decision. Please note that in order for a review to take place you are required to:

- Send your request for review in writing, setting out in full the reasons why you are requesting a review.
- Submit your review request within 40 working days of either the date on which you received a response from the Authority or the date by which you should have received a response under the terms of the Freedom of Information (Scotland) Act 2002, whichever is the later.
- address your review request to:

Information Manager
Loch Lomond & The Trossachs National Park Authority
National Park Headquarters
Carrochan
Carrochan Road
Balloch
G83 8EG
E-mail: info@lochlomond-trossachs.org

The review will be handled by staff who were not involved in the original decision. You will receive notice of the result of your review within 20 working days.

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If you are not satisfied with the response to your request for review, you can contact the Scottish Information Commissioner, the independent body which oversees the Freedom of Information (Scotland) Act 2002, at:

Scottish Information Commissioner
Kinburn Castle
Doubledykes Road
St Andrews
Fife
KY16 9DS
Tel: 01334 464610
Website: www.itspublicknowledge.info
E-mail: enquiries@itspublicknowledge.info

Online appeal portal: www.itspublicknowledge.info/Appeal