1.What is your name?

Enter your answer

2.What is your email address?

Enter your answer

3.What is the name of your organisation? *Required to answer*

Office for Nuclear Regulation

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

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

5. How many people does your business employ? *Required to answer*

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

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

6.What is your organisation’s main enterprise Service Management tool? *Required to answer*

(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

- [x] 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
- [ ] Don't know
- [ ] Servicely
- [ ] Other – Please Specify?

7. What shared business functions is your Service Management tool used for? Select all that apply (Select all that apply) *Required to answer*

- [x] IT
- [x] HR
- [ ] Finance
- [ ] Facilities
- [ ] Legal
- [ ] Marketing
- [ ] Procurement

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

- [x] No
- [ ] Yes

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

N/A

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

Required to answer

- ❑ 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? *Required to answer*

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

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

£40704 (exc VAT)

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

64

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 £) *Required to answer*

N/A

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

- ☒ 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)

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

ServiceDesk Analysts and 1 Infrastructure Engineer

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

	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)	◯	◯	⊗	◯
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? *Required to answer*

- ❑ 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? *Required to answer*

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