

1.What is your name?

Richard Betts

2.What is your email address?

richard.betts@nature.scot

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

NatureScot

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

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

5.What is the approximate size of your organisation (number of employees)? *Required to answer*

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

- 1-50
- 51-200
- 201-500
- 501-1,000
- 1,000-5,000
- 5,001-10,000
- 10,001+

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

- HaloITSM
- IFS assyst (formerly Axios Assyst)
- InvGate Service Management
- Ivanti Neurons / Ivanti Service Manager
- Jira Service Management (formerly Jira Service Desk)
- ManageEngine ServiceDesk Plus
- Omnitraacker (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
- Other – Please Specify?

7.Which enterprise functions does your main enterprise Service Management tool support?

(Select all that apply) *Required to answer* Multiple choice.

- X IT
- HR
- Finance
- X 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?

Enter your answer

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

Required to answer

- 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*

£26,408

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

105

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*

£26,408

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*

0.4 FTE

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)	YES	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Generative AI (AI models that generate responses or knowledge articles, e.g. LLM-driven virtual agents, automated knowledge base creation, summarisation of tickets)	<input type="radio"/>	<input type="radio"/>	YES	
Agentic AI (AI systems that can autonomously take actions or orchestrate workflows across	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	YES

tools without constant human input, e.g. resolving incidents end-to-end, triggering changes automatically)				
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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