

## Request 11346 - IT Service or Department

Please may you provide me with:

- A copy of any project plans associated with the implementation of Microsoft OneDrive in your organisation
- A copy of any project plans associated with the implementation of Microsoft Sharepoint in your organization
- A copy of any audit reports (to determine the effectiveness of your IT Service Desk or IT Helpdesk) undertaken on your IT Service Desk or IT Helpdesk between 2018 and the present day.

### Response

Thank you for your request for information above, which we have dealt with under the terms of the Freedom of Information Act 2000.

I hope the following will answer your query:

We had one single project plan showing deployment of Sharepoint and Onedrive, the plan for implementation was a simplistic one due to it being a case of turning it on. These features were simply enabled at this point, no further work done as part of this project.

No Audits on the effectiveness of the servicedesk have been completed in the timescale mentioned.

We aim to provide a high-quality service to you and hope that you are satisfied with this response. If you have any further questions, please do not hesitate to contact us.