

Information Governance

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14th November 2019

Our reference: FOI DA3295

I am responding to your request for information received on 12th November 2019. This has been treated as a request under the Freedom of Information Act 2000.

I am now enclosing a response which is attached to the end of this letter. Please do not hesitate to contact me on the contact details above if you have any further queries.

Yours sincerely,

Ayomide Adediran
Information Governance Coordinator

If you are dissatisfied with the Trust's response to your FOIA request then you should contact us and we will arrange for an internal review of this decision. If you remain dissatisfied with the decision following our response to your complaint, you may write to the Information Commissioner for a decision under Section 50 of the Freedom of Information Act 2000. The Information Commissioner can be contacted at:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Tel: 0303 123 1113
Web: www.ico.org.uk

Please note that the data supplied is not allowed to be re-used and/or published without the explicit consent of East London NHS Foundation Trust. Please contact the signatory to request permission if this is your intention

Request:

Question 1. Is your current IT Service Management function and associated software application based in house or Outsourced to a 3rd Party?

Answer: This is in house.

Question 2. Please provide the full name and version of the ITSM software application in use?

Answer: Service Now.

Question 3. What is the lifetime value of the contract and over how many years?

Answer: 250k.

Question 4. As part of the existing contract how many support operatives (agents) are licenced/subscribed to use the solution? (These are individuals who work on the desk in resolver groups, not customers using a Self-Service function).

Answer: 100.

Question 5. When is the contract due for renewal?

Answer: November 2021.

Question 6. How was the current solution procured – directly with the Vendor, through a Framework or via G Cloud?

Answer: Directly with the vendor.

Question 7. What are your published procurement thresholds for tendering purposes?

Answer: This depends on the solution.

Question 8. What is the Authority's strategy with regards to Cloud solutions as opposed to In House installations?

Answer: Cloud first approach.

Question 9. Has the organisation ever procured through the G Cloud Framework?

Answer: No.