

Information Governance

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2 January 2024

Our reference: FOI DA5099

I am responding to your request for information received 7 December 2023. 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,

Information Rights 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



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Interim Chief Executive Officer: Lorraine Sunduza
Chair: Eileen Taylor

Request:

Question 1: Which Helpdesk tool does the IT department use for managing tickets?

Answer: The Trust has reviewed question 1 of your request for information under the Freedom of Information Act (FOI) 2000.

Section 21(1) of the FOI Act states:
(1) Information which is reasonably accessible to the applicant otherwise than under section 1 is exempt information.

The information requested is accessible here:

Question 1

<https://www.elft.nhs.uk/sites/default/files/2023-08/ANON%20Response%20-%20FOI%20DA4862a.pdf>

Question 2: When was the tool purchased?

Answer: The Trust has reviewed question 2 of your request for information under the Freedom of Information Act (FOI) 2000.

Section 21(1) of the FOI Act states:
(1) Information which is reasonably accessible to the applicant otherwise than under section 1 is exempt information.

The information requested is accessible here:

Question 1

<https://www.elft.nhs.uk/sites/default/files/2023-08/ANON%20Response%20-%20FOI%20DA4862a.pdf>

Question 3: How much did the solution cost?

Answer: The total cost was £126,201 (Ex vat).

Question 4: When is the existing contract due to end?

Answer: 03 October 2024 - for support services.

18 November 2024 for licences.

Question 5: When does the trust intend to review the solution with a view to potential replacement?

Answer: The Trust has reviewed question 5 of your request for information under the Freedom of Information Act (FOI) 2000.

Section 1(1) of the Freedom of Information Act 2000 states:

*Any person making a request for information to a public authority is entitled—
(a) to be informed in writing by the public authority whether it holds information of the description specified in the request, and*



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(b) if that is the case, to have that information communicated to them.

East London NHS Foundation Trust does not record the information requested and is therefore unable to provide a response.

Question 6: Can you please let me know who is responsible for this solution?

Answer: Philippa Graves, Chief Digital Officer.

Question 7: Which software does the IT department use for performance monitoring of servers and infrastructure?

Answer: Solar Winds Orion.

Question 8: When was the tool purchased?

Answer: 1 April 2022.

Question 9: How much did the solution cost?

Answer: £41,941.63

Question 10: When is the existing contract due to end?

Answer: 31 March 2023.

Question 11: When does the trust intend to review the solution with a view to potential replacement?

Answer: The Trust has reviewed question 11 of your request for information under the Freedom of Information Act (FOI) 2000.

Section 1(1) of the Freedom of Information Act 2000 states:

*Any person making a request for information to a public authority is entitled—
(a) to be informed in writing by the public authority whether it holds information of the description specified in the request, and
(b) if that is the case, to have that information communicated to them.*

East London NHS Foundation Trust does not record the information requested and is therefore unable to provide a response.

Question 12: Can you please let me know who is responsible for this solution?

Answer: Philippa Graves, Chief Digital Officer.

Question 13: Which endpoint management tool does the IT department use for managing computers/laptops/mobile devices/servers etc?

Answer: Manage Engine Desktop Central.

Question 14: When was the tool purchased?

Answer: 2019.

Question 15: How much did the solution cost?

Answer: £100k including perpetual license ownership.



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Question 16: When is the existing contract due to end?

Answer: 31 March 2024.

Question 17: When does the trust intend to review the solution with a view to potential replacement?

Answer: Not applicable.

Question 18: Can you please let me know who is responsible for this solution?

Answer: Philippa Graves, Chief Digital Officer.



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