



**East London**  
**NHS Foundation Trust**  
**Information Governance**  
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21 January 2025

**Our reference: FOI DA5812**

I am responding to your request for information received 12<sup>th</sup> January 2025. 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,

FOI Team

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](http://www.ico.org.uk)

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We promise to work together creatively to: learn  
'what matters' to everyone, achieve a better quality  
of life and continuously improve our services.  
**We care . We respect . We are inclusive**

**Chief Executive Officer:** Lorraine Sunduza  
**Chair:** Eileen Taylor

**Request:**

I am writing to request information under the Freedom of Information Act regarding the running costs of your IT service management system (ITSM) at your organisation.

Specifically, I am requesting information on the following:

**Question 1: Running costs: Please provide the past 3 years costs (for clarity, these refer to your financial year whatever that may be).**

Answer: Please see table below:

Item	2023/24	2022/23	2021/2022	Total
Implementation	Nil	Nil	Nil	Nil
Subscription / Licencing	£98,844.42	£90,012.00	£81,000.00	£269,856.42
Support	£29,708.33	£29,708.33	£29,708.33	£89,124.99
Professional Services (project work etc)	Nil	Nil	Nil	Nil
Managed Services (where applicable)	N/A	N/A	N/A	N/A
Approximate Staff costs ass'c with running the platform	Approx £37,388.00	Approx £37,388.00	Approx £37,388.00	Approx £112,164.00

**Question 2: Implementation: if your system was implemented in the last 3 years, please provide the start and finish date or duration of this implementation project**

Answer: Not applicable, was not implemented in last three years.

**Question 3: Service Management System Vendor: Which vendor provided the service management system software (e.g., ServiceNow, Jira Service Management, Halo, Freshservice, Ivanti, Xurrent/4me, ManageEngine etc.)?**

Answer: ServiceNow.

**Question 4: Scope: Please provide the business scope of your system, does it include business functions outside of IT (e.g., HR Case Management, Facilities, Finance etc.)?**

Answer: No.

**Question 5: Users: How many agent (fulfillers/users) licences do you have?**

Answer: 130.



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