

Information Governance
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21 January 2025

E18DE

Our reference: FOI DA5812

I am responding to your request for information received 12th 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: <u>www.ico.org.uk</u>

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

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.)?

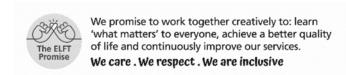
Answer: ServiceNow.

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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