



East London
NHS Foundation Trust
Information Governance
Robert Dolan House
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London
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Website: <https://www.elft.nhs.uk>

16 June 2025

Our reference: FOI DA6090

I am responding to your request for information received 3 June 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,

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



We promise to work together creatively to: learn 'what matters' to everyone, achieve a better quality of life and continuously improve our services.
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Chief Executive Officer: Lorraine Sunduza
Chair: Eileen Taylor

Request:

Question 1: Which system do the ICT team service desk use in ELFT?

Answer: ServiceNow.

Question 2: Are they using Alemba or a different system.

Answer: No. The service desk uses a different system.

Question 3: Do they use this for all tasks such as resetting users passwords, remote control of users, setting up printers etc.

Answer: The Trust has reviewed question 3 of your request for information under the Freedom of Information Act (FOI) 2000.

Section 31(1)(a) of the FOI Act states:

31(1) Information which is not exempt information by virtue of section 30 is exempt information if its disclosure under this Act would, or would be likely to, prejudice

(a) the prevention or detection of crime,

The information requested, if released into the public domain, could have the potential to identify weaknesses within the Trust's digital infrastructure, leaving it open to cyber threat. For this reason an exemption has been applied.



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