



East London
NHS Foundation Trust
Information Governance
Robert Dolan House
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London
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30 September 2025

Our reference: FOI DA6256

I am responding to your request for information received 15 September 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.
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: What ITSM solution are you using? E.g. ServiceNow, Hornbill, Halo, Freshservice, Ivanti, BMC, Xurrent, etc

Answer: ServiceNow.

Question 2: Running costs: Please provide the past 18months (since April 2024) costs against the below line items.

Answer: Please see table below;

	Item	Total
1.1	Implementation (if applicable)	£0.00
1.2	Subscription / Licencing	£99,968.40
1.3	Support	£31,000.00
1.4	Professional Services (project work etc)	£0.00
1.5	Managed Services (where applicable)	£0.00
1.6	Approximate Staff costs ass'c with running the platform	£36,000.00
	And/Or	
1.7	Number of FTE associated to platform operations (if unable to provide answer to 1.6)	1.2 FTE



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