



East London
NHS Foundation Trust
Information Governance
Robert Dolan House
9 Alie Street
London
E1 8DE

Email elft.foi@nhs.net
Website: <https://www.elft.nhs.uk>

19th February 2026

Our reference: FOI DA6433

We are responding to your request for information received 19th January 2026. We are sorry for the delay in responding to your request. This has been treated as a request under the Freedom of Information Act 2000.

We are now enclosing a response which is attached to the end of this letter. Please do not hesitate to contact us 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

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:

Question 1: Total number of employees (across the whole Trust)

Answer: Substantive: 7839
Bank: 1599
Honorary: 1372

Question 2: Total number of IT service desk agents

Answer: Eight

Question 3: Existing service desk software used

Answer: ServiceNow

Question 4: Deployment model (Cloud-based or On-Premise)

Answer: Cloud-Based

Question 5: Number of software licenses

Answer: 130

Question 6: Contract renewal date

Answer 18/11/2027

Question 7: Annual cost of contract

Answer Approx £37,388.00

Question 8: Total cost of contract

Answer £380,832.00

Question 9: Contract review date

Answer 01/04/2027

Question 10: Main decision maker/contact for service desk software

Answer Philippa Graves



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