



East London
NHS Foundation Trust
Information Governance
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5th August 2026

Our reference: FOI DA6727

We are responding to your request for information received 16th July 2026. 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

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Chair: Eileen Taylor

Request: I am writing to request information under the Freedom of Information Act 2000.

Please provide the following information:

Question 1: Is the Trust's IT service desk/helpdesk managed by the Trust's internal teams or outsourced in whole or part?

Answer: The IT service desk is managed internally

Question 2: What, if any, elements of the IT service desk/helpdesk and clinical system management are provided through an external managed service provider or external resource?

Answer: IT service desk & Clinical Systems are hosted by external vendor, administration support is managed in house

Question 3: Please provide details of any current organisational charts, governance documents, operating models, or role descriptions relating to the Trust's IT service desk/helpdesk, including the use of internal staff, contractors, temporary resource augmentation, or managed service providers

Answer: Please see organisational chart below:



IT Service Desk Operating Model and Governance

The Trust's IT Service Desk operates using an ITIL-aligned service management model, with governance focused on ensuring consistent service delivery, clear accountability, effective escalation, and continual service improvement.

The Service Desk acts as the single point of contact (SPOC) for all IT incidents and service requests. It is responsible for the initial logging, categorisation, prioritisation and triage of incidents before assignment to the appropriate technical resolver groups. Service management processes are



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delivered through ServiceNow, providing end-to-end incident lifecycle management, SLA monitoring, reporting and auditability.

Key operating principles include:

- A tiered support model comprising the Service Desk, Desktop Support, Infrastructure, Networks, Unified Communications and specialist resolver groups.
- ITIL-aligned Incident, Major Incident, Request Fulfilment and Escalation processes.
- Defined ownership throughout the incident lifecycle, ensuring there is a single accountable owner for all Major Incidents.
- Business impact and clinical risk determine incident priority rather than the number of users affected.
- Formal escalation routes from the Service Desk through the Incident Manager, Head of IT Service Delivery and Associate Director of Digital Operations where required.
- Use of technical subject matter experts and third-party suppliers for specialist support where services are externally managed.
- Structured governance through post-incident reviews, root cause analysis, performance reporting and continual service improvement activities.

Major Incident Governance

The Trust has a formal Major Incident Management framework that defines governance, roles, responsibilities and escalation arrangements.

This includes:

- Clearly defined P1 and P2 Major Incident criteria.
- A dedicated Incident Manager responsible for coordinating all Major Incidents.
- Cross-functional bridging calls involving Service Delivery, Infrastructure, Networks, Server, Communications and supplier representatives.
- Mandatory engagement times for technical teams and vendors.
- Standardised communication updates to operational, executive and clinical stakeholders.
- Formal RACI ownership model covering Service Desk, Incident Management, Technical Teams, Vendors and Service Delivery.
- Mandatory Post Incident Reviews (PIRs) within five working days, including root cause analysis, lessons learned and improvement actions.
- Performance monitoring against agreed service standards, including response times, vendor engagement, MTTR and SLA performance.

The governance model ensures consistent decision making, appropriate executive oversight, effective supplier management and continual improvement of Digital Services.

Service Desk Structure

The service desk structure consists primarily of permanent NHS employees across the Service Desk.



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Question 4: Please provide details of any third-party suppliers, frameworks, or managed service providers currently supporting the Trust's service desk and/or helpdesk management and clinical system support functions, including:

- Supplier name;
- Service provided;
- Contract start/end dates;
- Procurement framework used (if applicable); and
- Annual contract value where held.

Answer: Not applicable

Question 5: Please provide details of any current or planned digital transformation programmes, improvement initiatives or projects related to the delivery of IT service management, IT service desk/helpdesk and end user computing services

Answer: Further development of ServiceNow platform based on service needs

Question 6: Please provide details of any planned or anticipated procurement exercises, contract renewals, workforce expansion programmes, or technology investments relating to IT service management and IT service desk/helpdesk services that are currently approved or in procurement planning documentation.

Answer: There are currently no planned or anticipated procurement exercises, contract renewals, workforce expansions or technology investments in IT service management.



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