

**Information Governance**

Charter House  
7 Alma Street  
Luton  
LU1 2PJ

**Email** [elft.foi@nhs.net](mailto:elft.foi@nhs.net)

**Website:** <https://www.elft.nhs.uk>

18<sup>th</sup> October 2022

**Our reference: FOI DA4368**

I am responding to your request for information received **15<sup>th</sup> September 2022**. 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,



Shuchi Joshi  
Senior Information Governance Coordinator – Information Rights

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](http://www.ico.org.uk)

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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:** Paul Calaminus  
**Interim Chair:** Eileen Taylor

**Request:**

**Question 1: Number of Employees**

Answer: The Trust has reviewed question 1 of your request for information under the Freedom of Information Act (FOI) 2000.

Section 21(1) of the FOI Act states:

(1) Information which is reasonably accessible to the applicant otherwise than under section 1 is exempt information.

The information requested is accessible here:

[https://www.elft.nhs.uk/sites/default/files/2022-01/ELFT%20Annual%20Report%20and%20Accounts%202020-2021\\_0.pdf](https://www.elft.nhs.uk/sites/default/files/2022-01/ELFT%20Annual%20Report%20and%20Accounts%202020-2021_0.pdf)

**Question 2: Number of IT Staff**

Answer: Approximately 70

**Question 3: The name of your current IT Service Management Software and the company that supplies it**

Answer: Service Now

**Question 4: Whether this this a Cloud / SaaS or On-Premise Solution**

Answer: Cloud

**Question 5: The number of licences and whether these are Named or Concurrent**

Answer: Approximately 100 licences which are concurrent.

**Question 6: The length of your current contract for this Software / Service**

Answer: Four years

**Question 7: The contract expiry date, and whether you intend to change it**

Answer: 1<sup>st</sup> November 2022

**Question 8: The Contract Review Date: (approximate date of when the organisation is planning to review this contract.):**

Answer: This is currently being reviewed.

**Question 9: The Annual cost of the contract**

Answer: £56,365.20

**Question 10: The Total cost of the contract**

Answer: £56,365.20

**Question 11: The person responsible for this Software / Service and their contact details (name + email + direct phone number if possible)**

Answer: Alison Naughton  
[maureen.newsam@nhs.net](mailto:maureen.newsam@nhs.net)



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**Question 12: The lead person to contact about any future projects to review or replace this Software / Service, and their contact details (name + email + direct phone number if possible)**

Answer: Alison Naughton  
[maureen.newsam@nhs.net](mailto:maureen.newsam@nhs.net)

**If this solution is currently on Premise, please could you also provide the following information:**

**Question 13: Do you have a cloud migration strategy?**

Answer: Not applicable

**Question 13: If so, is there specific budget allocated to this?**

Answer: Not applicable

**Question 14: Would you be looking to move to a cloud service at the end of the current contract?**

Answer: Not applicable



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