

FOI REF: 25/048

12th February 2025

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Tel: 0300 131 4500
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FREEDOM OF INFORMATION ACT

I am responding to your request for information under the Freedom of Information Act. The answers to your specific questions are as follows:

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:

1. **Running costs:** Please provide the past 3 years costs (for clarity, these refer to your financial year whatever that may be).

	Item	2024	2023	2022	Total
1.1	Implementation	Not applicable	Not applicable	Not applicable	Not applicable
1.2	Subscription / Licencing	£75k	£75k	£75k	£225k
1.3	Support	Not applicable	Not applicable	Not applicable	Not applicable
1.4	Professional Services (project work etc)	Not applicable	Not applicable	Not applicable	Not applicable
1.5	Managed Services (where applicable)	** £98k	**£98k	**£98k	**£294k
1.6	Approximate Staff costs ass'c with running the platform	Not applicable	Not applicable	Not applicable	Not applicable
	And/Or				
1.7	Number of FTE associated to platform operations (if unable to provide answer to 6)	6	8	8	22

** These costs are part of a large contract and not only for Service Management but also include Device management.

Please note the response for question 1.7 refers to the number of FTE Service Desk Operatives.

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2. **Implementation:** if your system was implemented in the last 3 years, please provide the start and finish date or duration of this implementation project

Not applicable.

3. **Service Management System Vendor:** Which vendor provided the service management system software (e.g., ServiceNow, Jira Service Management, Halo, Freshservice, Ivanti, Xurrent/4me, ManageEngine etc.)?

Zenworks.

4. **Scope:** Please provide the business scope of your system, does it include business functions outside of IT (e.g., HR Case Management, Facilities, Finance etc.)?

Currently only Digital.

5. **Users:** How many agent (fulfillers/users) licences do you have?

207 Agent licence.

If I can be of any further assistance, please do not hesitate to contact me.

Should you be dissatisfied with the Trust's response to your request, you have the right to request an internal review. Please write to the Freedom of Information Department (esh-tr.foi@nhs.net), quoting the above reference, within 40 working days. The Trust is not obliged to accept an internal review after this date.

Should you still be dissatisfied with your FOI request, you have the right of complaint to the Information Commissioner at the following address:

The Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire SK9 5AF

Telephone: 0303 123 1113

Yours sincerely

Freedom of Information Department
esh-tr.foi@nhs.net