



Ref: FOIA Reference 2024/25-702

Date: 27th January 2025

Email foi@uhn.nhs.uk

Dear Sir/Madam

I am writing to acknowledge receipt of your email 15th January 2025 requesting information under the Freedom of Information Act (2000) regarding ITSM Software Expenditure

Q1 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				
1.2	Subscription / Licencing				
1.3	Support				
1.4	Professional Services (project work etc)				
1.5	Managed Services (where applicable)				
1.6	Approximate Staff costs ass'c with running the platform				
	And/Or				
1.7	Number of FTE associated to platform operations (if unable to provide answer to 6)				

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

A1 Please refer to the table below. Please note that licensing is paid once so no additional licences have been purchased.

	Item	2024	2023	2022	Total
1.1	Implementation	N/A	N/A	N/A	N/A
1.2	Subscription / Licencing	N/A	N/A	N/A	N/A
1.3	Support	£25941.47	£16,269.00	£16,269.00	£58,479.47
1.4	Professional Services (project work etc)	£13,920.00	0.00	£7,300.00	£21,220.00
1.5	Managed Services (where applicable)	N/A	N/A	N/A	N/A
1.6	Approximate Staff costs ass'c with running the platform	See below answer	See below answer	See below answer	See below answer
	And/Or				
1.7	Number of FTE associated to platform operations (if unable to provide answer to 6)	2	2	2	2

Q2. Implementation: if your system was implemented in the last 3 years, please provide the start and finish date or duration of this implementation project

A2 Not applicable.

Q3. 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.)?

A3 The service management system vendor is Sunrise.

Q4. 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.)?

A4 The business scope of the system includes IM&T / Digital Services only.

Q5 Users: How many agent (fulfillers/users) licences do you have?

A5 Agents: 30 Concurrent and 46 Named Licences

*Please note that any individuals identified do not give consent for their personal data to be processed for the purposes of direct marketing.

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An anonymised copy of this request can be found on the Trust's disclosure log, please note that all requests can be found at the following link: <http://www.uhnm.nhs.uk/aboutus/Statutory-Policies-and-Procedures/Pages/Freedom-of-Information-Disclosure-Log.aspx>

This letter confirms the completion of this request. A log of this request and a copy of this letter will be held by the Trust.

If you have any queries relating to the response please contact my office

Should you have a complaint about the response or the handling of your request, please also contact my office to request a review of this. If having exhausted the Trust's FOIA complaints process you are still not satisfied, you are entitled to approach the Information Commissioner's Office (ICO) and request an assessment of the manner in which the Trust has managed your request.

The Information Commissioner may be contacted at:

Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF or via www.ico.org.uk.

Yours,



Leah Carlisle
Head of Data, Security & Protection and Health Records
Data Protection Officer