

Trust Headquarters
 Russell's Hall Hospital
 Dudley
 West Midlands
 DY1 2HQ

Ref: FOI-022025-0001349

Date: 12.02.2025

Address / Email:

Dear

Request Under Freedom of Information Act 2000

Thank you for requesting information under the Freedom of Information Act 2000.

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:

- 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 *	£14568.93	£14568.93	£14568.93	
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)**				

*Single annual cost which covers support, licencing and maintenance
 **There are no additional staff costs associated with running the platform

- Implementation:** if your system was implemented in the last 3 years, please provide the start and finish date or duration of this implementation project - N/A
- 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.)? - Marval
- 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.)? - IT Service Desk Only

5. **Users:** How many agent (fulfillers/users) licences do you have? - Named Licences 32,
Concurrent Licences 31

If you are dissatisfied with our response, you have the right to appeal in line with guidance from the Information Commissioner. In the first instance you may contact the Information Governance Manager of the Trust.

Information Governance Manager
Trust Headquarters
Russell's Hall Hospital
Dudley
West Midlands
DY1 2HQ
Email: dgft.dpo@nhs.net

Should you disagree with the contents of our response to your appeal, you have the right to appeal to the Information Commissioners Office at.

Information Commissioners Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF
Tel: 0303 123 1113
www.ico.org.uk

If you require further clarification, please do not hesitate to contact us.

Yours sincerely

Freedom of Information Team
The Dudley Group NHS Foundation Trust