

Trust Headquarters
 Russells Hall Hospital
 Dudley
 West Midlands
 DY1 2HQ

Ref: FOI-092025-0001900

Date: 29.9.25

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:

- What ITSM solution are you using? E.g. ServiceNow, Hornbill, Halo, Freshservice, Ivanti, BMC, Xurrent, etc - **Marval**
- Running costs: Please provide the past 18 months (since April 2024) costs against the below line items.

	Item	Total
1.1	Implementation (if applicable)	N/A
1.2	Subscription / Licencing	£21,853.39
1.3	Support	Inc
1.4	Professional Services (project work etc)	Inc
1.5	Managed Services (where applicable)	inc
1.6	Approximate Staff costs ass'c with running the platform	If based on 18 months £682.92
	And/Or	
1.7	Number of FTE associated to platform operations (if unable to provide answer to 1.6)	

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

FOI/REF FOI-

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Russell's Hall Hospital
Dudley
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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