



[REDACTED]

18 February 2021

Dear [REDACTED]

Freedom of Information request: FOI2021/00038

Thank you for your Freedom of Information request received on the 25 January in which you requested the following:

Your request:

Under the terms of the Freedom of Information Act (2000) I would like to request some information from the council. [REDACTED]

*Contact details for the following or most senior equivalent roles:*NameEmail

CIO or Director of ICT

Head of Digital

IT Operations Manager

IT Strategy Manager

Head of Procurement

CFO or Director of Finance

Director of Transformation

What primary software systems do you use?

*Deployed Systems*Product NameVendorVersionContract end dateNumber of licenses

Human Resources

Finance

Other Business Specific Systems

Contact Centre

Email and Collaboration

What computing devices do you provide for your staff?

*Computing Devices*Number of DevicesOperating System version

MS Windows

Apple Mac

Chrome Devices

Android Phones

Apple iPhones

Apple iPads

*Infrastructure Services*SupplierContract type and expiry

Details of any software Enterprise Agreement.

Who provides your data centre?

Do you have an outsourced IT function, and if so who with?

What Software as a Service packages do you use?

Do you use any public Cloud infrastructure services (AWS/Azure/Google/UKCloud)?

Our response

I can confirm UK Research and Innovation (UKRI) does hold information relevant to your request. Please see the information below.

Contact details for the following or most senior equivalent roles:	Name	Contact email
CIO or Director of ICT	[REDACTED]	[REDACTED]
Head of Digital	Section 40(2)	Section 40(2)
IT Operations Manager	Section 40(2)	Section 40(2)
IT Strategy Manager	n/a	n/a
Head of Procurement	Section 40(2)	Section 40(2)
CFO or Director of Finance	[REDACTED]	[REDACTED]
Director of Transformation	n/a	n/a

We are exempting some names and contact details from the table above under section 40(2) of the FOIA. Section 40(2) exempts personal information, such as contact details, if disclosure would, amongst other things, contravene one of the data protection principles in Article 5(1) of the General Data Protection Regulations (GDPR) and section 34(1) of the Data Protection Act 2018. In this case, we believe disclosure would contravene the first data protection principle, which provides that processing of personal data is lawful and fair. We have considered the legitimate interests of all parties in disclosure of this information and have found that on balance there is not an overriding legitimate interest in disclosure that outweighs the reasonable expectations of privacy of the individuals concerned.

Section 40(2) is an absolute exemption and UKRI is not obliged to consider whether the public interest favours disclosing the information.

What primary software systems do you use?

De- ployed Systems	Product Name	Vendor	Version	Contract end date	Number of licenses
Human Re- sources	Oracle and Workday	Oracle Workday	12.1.3 Latest	31 May 2021 27 July 2021	8,270 1,200 approximately

De- ployed Systems	Product Name	Vendor	Version	Contract end date	Number of licenses
Finance	Oracle and Workday	Oracle Workday	12.1.3 Latest	31 May 2021 27 July 2021	8,270 1,200 approximately
Other Business Specific Systems	Objective Changepoint Salesforce	Objective Inc Changepoint Ltd Softcat	10.4 Latest Latest	31 March 2023 31 March 2021 31 October 2021	2,000 approximately 2,000 approximately Service Cloud 220 Service Cloud (restricted use) 300 Community Plus 5,000 Partner Community 15
Contact Centre	Service Now	Flyform Ltd	9.0 (Orlando)	27 June 2021	IT Service Management 290 Service Now Approver User 15
Email and Collabo- ration	O365	Phoenix Software	Latest	31 December 2022	6,000

What computing devices do you provide for your staff?

Computing Devices	Number of Devices	Operating System version
MS Windows	6,000 approximately	Windows 10
Apple Mac	500 approximately	Catalina
Chrome Devices	None	n/a
Android Phones	None	n/a
Apple iPhones	2,596	IOS 14.4
Apple iPads	214	IOS 14.4

Infrastructure Services	Supplier	Contract type and expiry
Details of any software Enterprise Agree- ment.	ESRI	Unlimited 28 Feb 2022
Who provides your data centre?	In house	n/a

Infrastructure Services	Supplier	Contract type and expiry
Do you have an outsourced IT function, and if so who with?	No	n/a
What Software as a Service packages do you use?	Suppliers of our major Software as a Service packages are: O365 Objective Changepoint Salesforce Workday Service Now Dimensions Data Research Fish Zoom	31 December 2022 31 March 2023 31 March 2022 31 October 2021 27 July 2021 27 June 2021 31 March 2021 30 April 2022 14 February 2022
Do you use any public Cloud infrastructure services (AWS/Azure/Google/UKCloud)?	AWS Azure	1 April 2021 31 December 2022

If you have any queries regarding our response or you are unhappy with the outcome of your request and wish to seek an internal review of the decision, please contact:

Head of Information Governance


Email: foi@ukri.org or infogovernance@ukri.org

Please quote the reference number above in any future communications.

If you are still not content with the outcome of the internal review, you may apply to refer the matter to the Information Commissioner for a decision. Generally, the ICO cannot make a decision unless you have exhausted the review procedure provided by UKRI. The Information Commissioner can be contacted at: <http://www.ico.gov.uk/>

If you wish to raise a complaint regarding the service you have received or the conduct of any UKRI staff in relation to your request, please see UKRI's complaints policy: <https://www.ukri.org/about-us/policies-and-standards/complaints-policy/>

Yours sincerely,


Information Governance
Information Rights Team
UK Research and Innovation
foi@ukri.org | dataprotection@ukri.org