



[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 SystemsProduct 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 DevicesNumber of DevicesOperating System version*

*MS Windows*

*Apple Mac*

*Chrome Devices*

*Android Phones*

*Apple iPhones*

*Apple iPads*

*Infrastructure ServicesSupplierContract 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<br>27 July 2021 | 8,270<br>1,200 approximately |

| De-<br>ployed<br>Systems        | Product<br>Name                     | Vendor                                      | Version               | Contract end<br>date                              | Number of licenses   |
|---------------------------------|-------------------------------------|---|-----------------------|---|--|
| Finance                         | Oracle and Workday                  | Oracle Workday                              | 12.1.3 Latest         | 31 May 2021<br>27 July 2021                       | 8,270<br>1,200 approximately   |
| Other Business Specific Systems | Objective Changepoint<br>Salesforce | Objective Inc<br>Changepoint Ltd<br>Softcat | 10.4 Latest<br>Latest | 31 March 2023<br>31 March 2021<br>31 October 2021 | 2,000 approximately<br>2,000 approximately<br>Service Cloud 220<br>Service Cloud (restricted use)<br>300<br>Community Plus 5,000<br>Partner Community 15 |
| Contact Centre                  | Service Now                         | Flyform Ltd                                 | 9.0 (Orlando)         | 27 June 2021                                      | IT Service Management 290<br>Service Now Approver User 15  |
| Email and Collaboration         | 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 Agreement. | 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:<br><br>O365<br>Objective<br>Changepoint<br>Salesforce<br>Workday<br>Service Now<br>Dimensions Data<br>Research Fish<br>Zoom | 31 December 2022<br>31 March 2023<br>31 March 2022<br>31 October 2021<br>27 July 2021<br>27 June 2021<br>31 March 2021<br>30 April 2022<br>14 February 2022 |
| Do you use any public Cloud infrastructure services (AWS/Azure/Google/UKCloud)? | AWS<br>Azure   | 1 April 2021<br>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](mailto:foi@ukri.org) or [infogovernance@ukri.org](mailto: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](mailto:foi@ukri.org) | [dataprotection@ukri.org](mailto:dataprotection@ukri.org)