



29 April 2021

Dear [REDACTED]

**Freedom of Information request: FOI2021/00184**

Thank you for your Freedom of Information request received on the 30 March in which you requested the following:

**Your request:**

*Under the Freedom of Information Act, please could I request the following information:*

1) *Please advise what technologies (including version) you use for:*

	Name of technology	Version used
HR		
Payroll		
L&D		
Finance		
Procurement		
Contact Centre		

2) *Please advise if any of the following services are outsourced to third parties, and if so, when does the contract end?*

	Outsourced?	If so, name of organisation outsourced to	Contract end date
HR			
Payroll			
L&D			
Finance			
Procurement			
Contact Centre			

## Our response

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

In relation to part 1 of your request, the technology used for all the business areas listed in your request is Oracle. We are unable to release information on the version used for this technology as it would prejudice the prevention or detection of crime under Section 31(1)(a) of the Freedom of Information Act. Section 31(1)(a) is a qualified exemption and therefore subject to a public interest test.

### Public interest in favour of disclosure

- There is a public interest in favour of release of the information, to uphold the principles of transparency and accountability.
- There is a public interest in disclosing information about government or public authority computer infrastructure to evaluate the effectiveness of these systems.

### Public interest in favour of withholding the information

- There is a public interest in ensuring crime prevention and release of this information would make UKRI's computer systems more vulnerable to crime by highlighting any security or 'backdoor' access issues.
- Release of this information would be likely to prejudice the prevention or detection of crime by making UKRI's computer systems more vulnerable to hacking therefore facilitating the possibility of a criminal offence being carried out.
- There is a public interest in preventing any threat to the security of UKRI's data and ensuring UKRI can safeguard its data
- There is an overwhelming public interest in keeping UKRI's computer systems secure which would be served by non-disclosure.

We have therefore concluded that the balance of the public interest lies in favour of withholding the information under section 31(1)(a) because we consider disclosing this information would make UKRI a target of crime.

In relation to part 2 of your request these services are outsourced to [UK Shared Business Services](#)<sup>1</sup> (UKSBS). There is no formal contract but the outsourced services are covered under a Partnership Services Agreement with Shareholder Clients (Memorandum of Understanding) between UKRI and UKSBS.

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/>

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<sup>1</sup> <https://www.uksbs.co.uk/pages/default.aspx>

Yours sincerely,

[Redacted Signature]

Information Governance  
Information Rights Team  
UK Research and Innovation  
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