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DG Finance & DG Strategy Business Management Secretariat 1

For the attention of William Olde

Our Reference: FOI 02-07-2010-102747-002 Olde

Date 9 August 2010

Dear Mr Olde,

Your correspondence dated 17 December 2010 has been considered to be a request for information in accordance with the Freedom of Information Act 2000. You requested the following information:

Under the Freedom of Information Act, could you please send me:

- a) the latest copy of your IT Strategy / Strategies, including any "e" or web strategies.
- b) the names of any applications that you have purchased to manage your HR, Purchase to Pay, Finance, CRM, time sheet (including flexible working time) and IT Service Desk and/or Help Desk data.
- c) the date and the initial capital and other costs for the initial implementation of these applications.
- d) the names of the organisations that you have entered into a contract with to: firstly, supply these systems and secondly, perform annual support.
- e) the values of any annual support costs that are payable in relation to these systems, broken down by system and organisation the fee is payable to.
- f) the expiration date of the contracts for each of these applications.

Please reply for your organisation and any other organisation(s) that you have responsibility for

I am writing to confirm that we hold the information on the subject you have requested, but it has been assessed that the costs for which we are permitted to charge in providing all of this information will exceed the appropriate limit. This appropriate limit is specified in regulations and for central government is set at £600. This represents the estimated cost of one person spending three and a half working days in determining whether the Department holds the information, and locating, retrieving

and extracting the information. This is based mainly on the fact that MOD has a number of different systems to fulfil a range of functions that have been introduced over a long period of time. Under the terms of Section 12 of the FOI Act, this means that we are not obliged to comply with your request. If the request were to be reduced it is possible that other exemptions, particularly Section 43 – Commercial Interests, may also apply in respect of some systems.

There is, however, some information you have requested that I can provide within the limit, as follows.

In response to your first question, a copy of MOD's Information Strategy can be found online at MOD's website and can be downloaded free of charge at the following address:

<http://www.mod.uk/DefenceInternet/AboutDefence/CorporatePublications/PolicyStrategyandPlanning/ModInformationStrategy2009.htm>

MOD has no separate web or 'e' strategies.

In response to your further questions I have set out the information that I am able to provide in the table below.

Application	Date of contract	Initial Costs	Supply Contractor	Support Contractor	Annual Support Costs (broken down)	Contract Expiry
HR civilian – HRMS Including: On Demand Peoplesoft HR & QAS	01/04/04		Oracle/ Peoplesoft/ Initial UK	Oracle/ Peoplesoft/ Initial UK		01/10/10
HR civilian - Helpdesk	01/04/02		Oracle/ BMC/ DevoTeam	Oracle/ BMC/ DevoTeam		31/03/10
HR military including: Joint Personnel Administration (JPA) Compensation & Pension System (CAPS) Far East & Nepal Administration System (FENAS)	12/11/09 (latest iteration)		Hewlett Packard Enterprise Services	Sub contractors: Xafinity Paymaster, Claybrook		12/11/12

Agency Net						
HR military - JCCC telephony application	14/05/10	£0.05m	Storacall		Year Two £0.007m Year Three £0.007m	13/05/13
IT Service Desk	21/3/05	£3.3m	ATLAS	BT	£1.6m	Mar 15

In terms of 'CRM' I assume that you mean 'Customer Relations Management'. This is a facility that normally applies to commercial organisations and, as such, MOD does not have a single equivalent system. Similarly, there is not an equivalent to a single Helpdesk that a commercial organisation operates for customers.

As regards timesheets and flexible working, there is not one single system that is used throughout MOD. Systems that are used operate on a local basis; for example, at a particular site. These systems include computer-based spreadsheet systems, manual recording on a spreadsheet, or the use of time recording equipment, or a mixture of all three depending on the logistics of a particular site.

You might be interested to know that SPVA, who operate the military HR systems have their own information strategy as part of their SPVA Strategy Blueprint and a copy of the most recent version is enclosed.

I am sorry that your request has taken so long to answer.

Yours sincerely,

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If you are not satisfied with this response or you wish to complain about any aspect of the handling of your request, then you should contact me in the first instance. If informal resolution is not possible and you are still dissatisfied then you may apply for an independent internal review by contacting the Head of Corporate Information, 6th Floor, MOD Main Building, Whitehall, SW1A 2HB (e-mail @.). Please note that any request for an internal review must be made within 40 working days of the date on which the attempt to reach informal resolution has come to an end.

If you remain dissatisfied following an internal review, you may take your complaint to the Information Commissioner under the provisions of Section 50 of the Freedom of Information Act. Please note that the Information Commissioner will not investigate your case until the MOD internal review process has been completed. Further details

of the role and powers of the Information Commissioner can be found on the Commissioner's website, <http://www.ico.gov.uk>.