

My ref: FOI 728297
Your ref:
Date: 15th July 2010
Contact: Sarah Priestley – Information Governance Manager
Direct dial: 01223 699137
E Mail: foi@cambridgeshire.gov.uk

Mr Andy Pellew

Customer Service and Transformation
Corporate Director, Pat Harding

[request-38472-
fef7eaed@whatdotheyknow.com](#)

Information Governance

RES1405
Babbage House
Cambridge
CB3 0AP

Dear Mr Pellew

Re: Your request for information.

I write with reference to your email of 17th June 2010, in which you made the following request:

Can you please provide me with a list of all Computer Software (i.e. Microsoft Word, Adobe Photoshop, Adobe CS4, etc) for which the County has an active license and deployed users as well as the count for the number of licenses held/ active users.

If possible can you also provide the deployment method (i.e. Citrix, App-V, GPO, Local Install, etc) that is used to control deployment of the software to individual users machines.

This request has been dealt with in line with the Freedom of Information Act and I can confirm that we do hold the information requested.

Cambridgeshire County Council's IT department supports over one thousand software applications. However, we are unable to run a report to identify every application, nor is it possible to run a report on all computer software installed on County Council PCs. We have provided a list of applications from our Applications Register, which is attached. In order to establish how many licences we hold for each application and how many of them are in use would require a manual check of each individual program. We have estimated that provide you with this information would exceed the appropriate limit and we are refusing this part of your request on these grounds, under s.12(2) of the Freedom of Information Act.

The appropriate limit is specified in the Freedom of Information and Data Protection (Appropriate Limit and Fees) Regulations 2004 and is set at £450 or 18 hours for local government. It is Cambridgeshire County Council's policy to refuse requests which exceed this amount. I have attached a copy of the [Council's Access to Information Charging Policy](#) for your information.

We have 3 installation mechanisms to get software installed on PCs:

1. Base Build – Common applications are included in the CCC Base PC Build (Adobe Reader, Office etc).
2. Software Store Installation – all software installations are made available from a central software repository. Software can then be installed via this repository on individual PCs.
3. Remote Deployment – LANDesk is used to deliver applications to multiple PCs.

I hope this information is useful, however if you are unhappy with the service you have received in relation to your request and wish to make a complaint or request a review of our decision, you should

write to Sandra Taylor, Corporate Information Manager c/o Information Governance Team, Box RES 1405, Babbage House, Cambridge CB3 0AP or emailed to FOI@cambridgeshire.gov.uk within 40 days of the date of this letter.

If you are not content with the outcome your complaint, you may apply directly to the Information Commissioner for a decision. Generally, the ICO cannot make a decision unless you have exhausted the complaints procedure provided by the Council. The Information Commissioner can be contacted at: The Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF.

Yours sincerely,

Sarah Priestley
Information Governance Officer

