



Information Rights

bbc.co.uk/foi bbc.co.uk/privacy

Nath

request-713799-b78115e8@whatdotheyknow.com

19 January 2021

Dear Nath,

Freedom of Information request – RFI20201975

Thank you for your request to the BBC of 19 December 2020 seeking the following information under the Freedom of Information Act 2000:

“I would like a machine readable copy of the ASK Helpscript used by Capita Call Centre staff.

You have previously advised that it is not possible to easily extract the information in an easily transferred machine readable format - which I hold is untrue.

You said, "As indicated above, there are currently 2305 screens. As a modest estimate, it would take 64 seconds to manually print and retrieve one screen of information. The alternative is to copy and re-format each screen into a Word document: this extraction method is estimated at 126 seconds per screen." In this modern-day and age I do not believe your software is incapable of exporting information quickly

Can you tell me the software vendor that hosts the HelpScript? I feel you can divulge this information because it is unlikely to be a security risk to disclose the software used to render a simple HelpScript used by call centre staff. For example, Adobe Reader etc., is commonly used software used internally.

I would like a copy of the most recent ASK Helpscript and there must be a method to export/print to pdf the information within. Any modern system of this type would have these methods.”

The BBC does not consider this to be a valid request under section 8 of the Act as you have not provided a valid name.

For a request to be valid it must state the following:

- valid name
- address for correspondence
- clearly describe the information requested
- legible
- in writing

For more information and guidance about how to submit a request, please visit:

<https://ico.org.uk/your-data-matters/official-information/>

Appeal Rights

If you are not satisfied that we have complied with the Act in responding to your request, you have the right to an internal review by a BBC senior manager or legal adviser. Please contact us at the address above, explaining what you would like us to review and including your reference number. A request for an internal review must be made within 40 working days of receiving the BBC's response to your original request.

If you are not satisfied with the internal review, you can appeal to the Information Commissioner. The contact details are: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF, Tel: 0303 123 1113 or see <https://ico.org.uk/>.

Yours sincerely,

Information Rights

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