

Service Area - ICT Shared Service
Name of service head – Mark Lumley

Royal Borough of Kingston Ref:
CAS-455181-G9T9K3 - FOI Request

Enquiries to: ICT Shared Service

23 November 2017

request-442826-7999cbf5@whatdotheyknow.com



Guildhall
Kingston upon Thames
Surrey KT1 1EU

: 020 8547 5000

Website: www.kingston.gov.uk

Dear Ms Long,

Re: Request for information under the Freedom of Information Act 2000

Prior to responding to your FOI request, it is important to note that the Royal Borough of Kingston (RBK) and London Borough of Sutton (LBS) operates a Shared ICT Service model amongst various other Shared services. As such the information provided encompass both boroughs as it is not possible to attribute a specific breakdown of CRM licences to one specific organisation.

Your request for information under the Freedom of Information Act 2000 has now been considered and response enclosed.

The FOI is summarised below with its associated response.

Q1. Are you using Dynamics 365 as a CRM system?

A1. Yes.

Q2. How many licenses do you have?

A2. 368.

Q3. What kind of licenses are they?

A2. Combination of Pro, Essential & Basic.

Q3. Who do you purchase your licenses from e.g. direct from Microsoft

A3. Our current appointed LSP (Licensing Solutions Provider) is Bytes Software Services.

Q4. What kind of plan are you on? e.g. business plan

A4. Enterprise Subscription Agreement (ESA).

Q5. When are your licenses due for renewal?

A5. 31st December 2017.

Further information about the Freedom of Information Act 2000 is available from the Information Commissioner at:

Information Commissioner's Office
Wycliffe House
Water Lane, Wilmslow
Cheshire, SK9 5AF
Telephone: 01625 545 700
Website: <http://www.ico.org.uk/>

You can make future requests for information under the Freedom of Information Act 2000 on our website using the following link:

http://www.kingston.gov.uk/info/200278/freedom_of_information/716/form_make_a_freedom_of_information_foi_request

Yours sincerely,

Jason Sam-Fat
ICT Commercial Manager



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If this letter is not clear, please post it to: FREEPOST RBK BETTER LETTERS or ring 020 8547 5000.