Richard Paramo
request-345821-840b461b@whatdotheyknow.com

FOI2016/16965

30 August 2016

Dear Richard Paramo,

Thank you for your email of 14th July 2016 where you requested the following information:

What Applications are you running for:
o   *Finance?*
o   *HR?*
o   *Payroll?*
o   *Project?*
o   *CRM?*
o   *Manufacturing?*
o   *Sourcing?*
o   *Invoice Scanning Tool?*
o   *Are you using Config Snapshot?*
o   *What BI Tool are you using?*

o   *What versions of the above Applications are you running?*
o   *When was your last Application upgrade?*
o   *Are you planning another upgrade in the next 12-18 months?*
o   *Do you have an Oracle support partner for applications? If so who?*
o   *What kind of support is included in the contract (functional/technical/etc.?)*
o   *What is the value of the application support contract?*
o   *When does it expire?*

o   *Are you running any Oracle Databases?*
o   *If so, what versions are you currently running?*
o   *What applications are being run on these Databases?*
o   *Are you planning another Database upgrade in the next 12-18 months?*
o   *Do you have an Oracle support partner for Databases? If so who?*
o   *What is the value of the database support contract?*
o   *When does it expire?*
o   *If not, how many in-house DBAs do you have?*

o   *Where are your Oracle databases held? On site/off site?*
o   *Who is your hosting partner?*
o   *When does the contract expire?*
o   *What is the value of the contract?*

o   *Where do you advertise any Oracle procurement opportunities?*
o   *Who is responsible for looking after the contract for the Oracle estate?*
o   *Who is responsible for looking after the licenses for the Oracle estate?*
o   *How much do you pay annually for Oracle Support & Maintenance?*
o   *When does this contract renew?*
o   *Do you work with off-shore partners?*

Under the Freedom of Information Act 2000 ('the Act'), you have the right to:
- know whether we hold the information you require
- be provided with that information (subject to any exemptions under the Act which may apply).

The Department confirms it holds some information falling within the description specified in your request. We have decided not to disclose some of the requested information.

The information being withheld falls under the exemptions provided by sections 24 (national security), 31(1) (a) (crime prevention) and 43 (2) (commercial interests) of the Act. In applying these exemptions, we have had to balance the public interest in with holding the information against the public interest in disclosure.

We recognise that there is a public interest in the disclosure of information concerning the IT systems used in government, and which elements and versions of Oracle and other applications are operated. On the other hand, there is a strong public interest in withholding the information because, for the exemption under section 24, it would not be in the interest of the UK's national security for this Department to provide details of the elements and versions in use, as this may assist in the planning of any attempt to attack the system. Providing the date of the latest upgrade and the timetable for future upgrades may also assist in planning the timing and means of attack.

As any attempt to hack into an IT system is a criminal offence, there is also a strong public interest in withholding the information because, for the exemption under section 31(1)(a), the prevention of crime would be prejudiced because by knowing the version in use and the timetable for updates, a criminal may deduce whether there is a vulnerability in the system that they are able to attack.

For the reasons outlined above, we have concluded that in all the circumstances of the case, the information consisting of elements and version numbers in relation to Oracle and any other applications used and the exact start and expiry dates of the contracts with 3rd parties or any information that would enable the expiry date to be calculated should be withheld.

However, with regard to the expiry dates of non-system contracts, although we cannot disclose the exact expiry dates, we can disclose the dates within a period of a quarter and we have therefore included this information in our response.

In relation to the exemption at section 43(2) of the Act, there is a strong public interest in withholding the information requested relating to Oracle because disclosure would prejudice the commercial interests of the department's contractor, Oracle. Disclosure of this information

would weaken Oracle's ability to participate competitively in a future commercial activity as its competitors would know the current pricing and could use this information to the unfair commercial disadvantage of Oracle. Moreover, disclosure would also prejudice the Department's commercial interests, as it would negate the Department's ability to achieve value for money in relation to the use of public funds when negotiating future contracts. Therefore, we have concluded that, in all the circumstances of the case, this information should be withheld. Information disclosed in response to this FOI request is releasable to the public.

1. *What Applications are you running for:*
a) *Finance?*

BEIS (formerly BIS) have a contract for Finance, HR, Payroll and procurement with UK Shared Business Services (UKSBS). UK Shared Business Services use a suite of Oracle based products to offer Services. The primary ERP product is Oracle eBusiness Suite.

b) *HR?*

UKSBS utilise Oracle eBusiness Suite.

c) *Payroll?*

UKSBS utilise Oracle eBusiness Suite.

d) *Project?*

MS Project.

e) *CRM?*

MS Dynamics; UKSBS utilise Oracle eBusiness Suite.

f) *Manufacturing?*

None used.

g) *Sourcing?*

UKSBS utilise Oracle eBusiness Suite.

h) *Invoice Scanning Tool?*

BIS uses Lexmark Scan to Email, as well as the service provided via UKSBS, who utilise Oracle Webcentre Technologies.

i) *Are you using Config Snapshot?*

No.

j) *What BI Tool are you using?*

UKSBS utilise Oracle eBusiness Suite and Oracle OBIEE.

2. What versions of the above Applications are you running?

Withheld under Sections 24 and 31.

3. When was your last Application upgrade?

The UKSBS service provision on Oracle eBusiness suite for BIS went live in Quarter 3 2013/2014, and provided its last release in Quarter 3, 2016/2017.

4. Are you planning another upgrade in the next 12-18 months?

No definitive upgrades have yet been agreed between BEIS and UKSBS beside anticipated releases, the next scheduled in Quarter 4, 2016/2017.

5. Do you have an Oracle support partner for applications? If so who?

Yes – Oracle provide direct support, as well as the UKSBS Information, Systems and Support Team on the behalf of BIS.

6. What kind of support is included in the contract (functional/technical/etc.?)

Oracle Premier Support, included in the Oracle BPS contract.

7. What is the value of the application support contract?

Withheld under Section 43.

8. When does it expire?

The BPS contract expires in Quarter 1, 2018/2019, with individual application varying in expiry date over FY 2018/2019.

9. Are you running any Oracle Databases?

UKSBS.

10. If so, what versions are you currently running?

Withheld under Sections 24 and 31.

11. What applications are being run on these Databases?

Oracle applications including Oracle eBusiness suite.

12. Are you planning another Database upgrade in the next 12-18 months?

There is nothing currently agreed on the BEIS platform for Database version upgrades to be carried out within this period.

13. Do you have an Oracle support partner for Databases? If so who?

Yes – via the same Oracle contract as applications, and by the UKSBS Information, Systems and Support Team on behalf of BIS.

14. What is the value of the database support contract?

Withheld under Section 43.

15. When does it expire?

Quarter 1 2018/2019.

16. If not, how many in-house DBAs do you have?

None in BIS. UKSBS manage multiple Oracle platforms for multiple clients, and as such, this information is not available.

17. Where are your Oracle databases held? On site/off site?

UKSBS utilise both onsite and offsite hosting capabilities.

18. Who is your hosting partner?

There are no hosting arrangements – this is managed in-house.

19. When does the contract expire?

Not applicable, as in 18.

20. What is the value of the contract?

Withheld under Section 43

21. Where do you advertise any Oracle procurement opportunities?

This would depend on the chosen appropriate route to market, and includes locations such as Contracts Finder.

22. Who is responsible for looking after the contract for the Oracle estate?

The UKSBS Information, Systems and Support Team.

23. Who is responsible for looking after the licenses for the Oracle estate?

The UKSBS Information, Systems and Support Team.

24. How much do you pay annually for Oracle Support & Maintenance?

Non-applicable – UKSBS provide an in-house Oracle-based solution and support.

25. When does this contract renew?

Non-applicable, see 24.

26. Do you work with off-shore partners?

Yes. All such suppliers of services are approved to work with the UK government.

Appeals procedure

If you are dissatisfied with the handling of your request, you have the right to ask for an internal review. Internal review requests should be submitted within two months of the date of receipt of the response to your original request and should be addressed to the Information Rights Unit:

Information Rights Unit
Department for Business, Energy and Industrial Strategy
1 Victoria Street
London
SW1H 0ET
Email: FOI.Requests@bis.gsi.gov.uk

Please remember to quote the reference number above in any future communications.

If you are not content with the outcome of the internal review, you have the right to apply directly to the Information Commissioner for a decision. The Information Commissioner can be contacted at: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF.

Yours sincerely,

Digital Directorate
BEIS