

01/11/2016

Richard Paramo

Sent by email: request-364738-ff53fe71@whatdotheyknow.com

Dear Richard,

Freedom of Information request: ERP Systems - ref PSU - 290

Thank you for your Freedom of Information request submitted on the 14 October 2016 in which you requested the following:

Your Request:

- o 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?*



INVESTOR IN PEOPLE

POLARIS HOUSE,
 NORTH STAR AVENUE,
 SWINDON, SN2 1UJ
 TELEPHONE 01793 413000
 FACSIMILE 01793 413001
<http://www.esrcsocietytoday.ac.uk>

- 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?*

Our response:

I can confirm that ESRC does not hold the information that you have requested. Our response is detailed below:

The ESRC's ICT support is provided by United Kingdom Shared Business Services Ltd (UK SBS) which is a mutual service provider owned and controlled by its clients. All services are provided under the terms of the Business Services Agreement which is not a contract.

If you would like to resubmit your request to the UK SBS please see the Freedom of Information page [here](#).

If you have any queries about this response please contact me, or if you are unhappy with the service you have received in relation to your request and wish to request a review of our decision, please write to:

The FOI Complaints Officer
 Information Services
 PSU
 Polaris House
 North Star Avenue
 Swindon
 Wiltshire
 SN2 1UJ
 Tel 01793 413 000

E Mail: informationcharter@esrc.ac.uk

Please quote the reference number above in any future communications.

If you are still not content with the outcome of the review, you may apply to refer the matter to the Information Commissioner for a decision. Generally, the ICO cannot make a decision unless you have exhausted the review procedure provided by ESRC. The Information Commissioner can be contacted at:

Information Commissioner
 Wycliffe House
 Water Lane
 Wilmslow



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 FACSIMILE 01793 413001
<http://www.esrc.ac.uk>

Cheshire
SK9 5AF

Enquiry/Information Line: Between 9am and 5pm Monday to Friday 0303 123 1113 or 01625 545745

Further information about the Office of the Information Commissioner can be found at <http://www.ico.gov.uk/>

Yours sincerely,

Carl Thompson



Information Management Team
Professional Support Unit

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