



Ministry of Defence  
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Reference:

FOI2016/09622

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Mr Richard Paramo

[request-365285-f95043a7@whatdotheyknow.com](mailto:request-365285-f95043a7@whatdotheyknow.com)

7 November 2016

Dear Mr Paramo,

## **FREEDOM OF INFORMATION REQUEST**

Thank you for your correspondence dated 17th October 2016 in which you requested the following information:

*"What Applications are you running for:*

*Finance?*

*HR?*

*Payroll?*

*Project?*

*CRM?*

*Manufacturing?*

*Sourcing?*

*Invoice Scanning Tool?*

*Are you using Config Snapshot?*

*What BI Tool are you using?*

*What versions of the above Applications are you running?*

*When was your last Application upgrade?*

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

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

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

*What is the value of the application support contract?*

*When does it expire?*

*Are you running any Oracle Databases?*

*If so, what versions are you currently running?*

*What applications are being run on these Databases?*

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

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

*What is the value of the database support contract?*

*When does it expire?*

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

*Where are your Oracle databases held? On site/off site?*

*Who is your hosting partner?*

*When does the contract expire?*

*What is the value of the contract?*

*Where do you advertise any Oracle procurement opportunities?*

*Who is responsible for looking after the contract for the Oracle estate?*

*Who is responsible for looking after the licenses for the Oracle estate?*

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

*When does this contract renew?*

*Do you work with off-shore partners?"*

I am treating your correspondence as a request for information under the Freedom of Information Act 2000 (FOIA).

A search of the Ministry of Defence (MOD) is now complete and I can confirm that some of the information in scope of your request is held. I have to advise you that we will not be able to answer your request without exceeding the appropriate limit. This is because the information you have requested is not centrally held and will involve an audit of the different departments within the MOD to ascertain the totality of the applications being used.

Section 12 of the Act makes provision for public authorities to refuse requests for information where the cost of dealing with them would exceed the appropriate limit, which for central government is set at £600. This represents the estimated cost of one person spending 3.5 working days in determining whether the department holds the information, and locating, retrieving and extracting it.

The MOD may be able to identify some information in scope of your request if you reduce or refine your request to bring the cost of compliance under the limit. Were you to focus your request on for example, a particular application or a particular department within the MOD we may be able to provide information in scope of your request. Please contact the FOI-CIO team if you would like to refine your request or require advice on doing so.

If you are not satisfied with this response or you wish to complain about any aspect of the handling of your request, then you should contact me in the first instance. If informal resolution is not possible

and you are still dissatisfied then you may apply for an independent internal review by contacting the Information Rights Compliance team, 2nd Floor, MOD Main Building, Whitehall, SW1A 2HB (email [CIO-FOI-IR@mod.uk](mailto:CIO-FOI-IR@mod.uk)). Please note that any request for an internal review must be made within 40 working days of the date on which the attempt to reach informal resolution has come to an end.

If you remain dissatisfied following an internal review, you may take your complaint to the Information Commissioner under the provisions of Section 50 of the Freedom of Information Act. Please note that the Information Commissioner will not investigate your case until the MOD internal review process has been completed. Further details of the role and powers of the Information Commissioner can be found on the Commissioner's website, <http://www.ico.org.uk>.

Yours sincerely,

Information Systems and Services (ISS) Secretariat