

Mr Richard Paramo

PAUL JOHNSON
DIRECTOR OF RESOURCES &
DEPUTY CHIEF EXECUTIVE

Resources Directorate
ICT and Information Governance
Council House
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Our Ref: 2851196

Please ask for: Alison McCallum
Date: 11 October 2017

Dear Mr Paramo

Freedom of Information Act 2000

I am writing in response to your request for information which we received on 10 October 2017.

I am pleased to provide some of the information you have requested. I have detailed below the information.

I can confirm that the remainder of the information you have requested is held by Solihull Council. However, I'm unable to give this to you. Under Section 21 of the Freedom of Information Act (FoIA), we are not required to provide information in response to a request if it is already reasonably accessible to you. Some of the information you have requested about expenditure is available on our website at www.solihull.gov.uk/About-the-Council/Performance-spending/councilspending/expenditureover250 . This is indicated in our individual responses below.

The information requested about the location of our Oracle databases is exempt from disclosure under Section 31(1) of the Freedom of Information Act (FoIA). Disclosure of this information would be likely to prejudice the prevention or detection of crime.

To use this exemption we are required to undertake a public interest test. The matters which were considered in applying the public interest test are as follows: whether the usefulness of the information to the requestor was outweighed by the potential compromise to ICT security. It is considered that the greater public interest lies in not providing the information at this time. In coming to that conclusion, the public interest in providing the information has been carefully weighed against any prejudice to the public interest that might arise from withholding the information; in all the

circumstances of the case, the public interest in maintaining the exemption outweighs the public interest in disclosing the information.

Therefore, this response acts as a refusal notice under Section 17 FoIA.

Please find the remainder of our responses below:

Dear Solihull Metropolitan Borough Council,

- o What Applications are you running for:*
- o Finance? **Oracle eBusiness suite***
- o HR? **Oracle eBusiness suite***
- o Payroll? **Oracle eBusiness suite***
- o Project? **No specific system***
- o CRM? **Oracle eBusiness suite moving to Oracle Service Cloud***
- o Manufacturing? **Not applicable***
- o Sourcing? **No specific system***
- o Invoice Scanning Tool? **No specific system***
- o Are you using Config Snapshot? **No***
- o What BI Tool are you using? **Oracle Business Intelligence suite***

o What versions of the above Applications are you running?

Oracle eBusiness suite 12.1

Oracle Business Intelligence 11

- o When was your last Application upgrade? **As required/directed by Oracle support requirements – generally quarterly patching and bi-year updates***
- o Are you planning another upgrade in the next 12-18 months? **Possibly***
- o Do you have an Oracle support partner for applications? If so who? **No***
- o Do you have an SAP support partner for applications? If so who? **N/A***
- o What kind of support is included in the contract/s (functional/technical/etc.?) **N/A***
- o What is the value of the SAP application support contract and when does it end? **N/A***
- o What is the value of the Oracle application support contract and when does it end? **The maintenance contract with Oracle is a yearly renewal. All council expenditure above £250 is published on the Council website (link below). These payments would be to Oracle.***

<http://www.solihull.gov.uk/About-the-Council/Performance-spending/councilspending/expenditureover250>

*o When does the SAP and/or Oracle contracts expire? **Oracle is subject to yearly maintenance agreement and five-year master agreement which will be renewed April 2018***

- o Are you running any Oracle Databases, if so what versions are you running? **Many application use Oracle databases – most are now 12c***
- o Are you running any SAP Databases if so what versions are you running? **No***
- o What applications are being run on these Databases? **The main business systems on Oracle databases are Northgate Income and Awards; OLM Care first; Oracle e-business suite; Oracle BI; Symology.***
- o Are you planning another Database upgrade in the next 12-18 months? **Probably***
- o Do you have an Oracle support partner for Databases? If so who? **No***
- o Do you have an SAP support partner for Databases? If so who? **N/A***
- o What is the value of the database support contract for SAP and when does it expire? **N/A***

o What is the value of the database support contract for Oracle and when does it expire? **The maintenance contract with Oracle is a yearly renewal. All council expenditure above £250 is published on the Council website (link below). These payments would be to Oracle.** <http://www.solihull.gov.uk/About-the-Council/Performance-spending/councilspending/expenditureover250>

o Where are the databases held? Hosted, onsite/offsite? **This information is exempt under Section 31(1) of the FOI Act.**

o If not, how many in-house DBAs do you have? **A team of around four.**

o Where do you advertise any Oracle and/or SAP procurement opportunities? **All council procurement is advertised and conducted through the CSW Jets portal where suppliers can register for alerts** <http://www.csw-jets.co.uk/>

o Who is responsible for looking after the contract for the Oracle and/or SAP estate? **Alasdair Bullivant, ICT Business Services Manager, xxxxxxxxxxxx@xxxxxxxxx.xxx.xx**

o Who is responsible for looking after the licenses for the Oracle and/or SAP estate? **Alasdair Bullivant, ICT Business Services Manager, xxxxxxxxxxxx@xxxxxxxxx.xxx.xx**

o How much do you pay annually for Oracle Support & Maintenance and when does it renew? **The maintenance contract with Oracle is a yearly renewal in May. All council expenditure above £250 is published on the Council website (link below). These payments would be to Oracle.** <http://www.solihull.gov.uk/About-the-Council/Performance-spending/councilspending/expenditureover250>

o How much do you pay annually for SAP Support & Maintenance and when does it renew? **N/A**

o Do you work with off-shore partners? **No**

I hope this information is of interest and assistance. If however you are dissatisfied with the response you have received and wish to request a review of our decision or make a complaint about how your request has been handled you should write to the following address or reply to the email to which this letter is attached:

Corporate Information Governance Manager
Resources Directorate
ICT and Information Governance
Council House, Manor Square
Solihull, West Midlands
B91 3QB

Your request for an internal review should be submitted to us within 40 days of receipt by you of this response. Any requests received after this time will be considered at the discretion of the Corporate Information Governance Manager.

If having exhausted the review process you are not content that your request or review has been dealt with correctly, you have a further right of appeal to the Information Commissioner's Office (ICO) for a decision. Generally, the ICO will not make a decision until you have exhausted the complaints procedure provided by the council. The Information Commissioner can be contacted at: The Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF.

Telephone: 0303 123 1113 (local rate) or 01625 545 745 (national rate). Website: www.ico.org.uk.

I will now close your request as of this date.

Yours sincerely

Alison McCallum
Performance Support Officer
Corporate Performance, Policy and Information