



21 November 2017

By email to: request-440822-32f7ae37@whatdotheyknow.com

Dear Richard Paramo

I refer to your Freedom of Information request received on 25 October 2017 about ERP systems.

Details of any exemptions applied are below. Where any information is “not held”, this is explained below. Those parts of the University’s response (together with the details of how to ask the University to review the management of your request, or thereafter to seek a review by the Scottish Information Commissioner, should you wish to do so – please see below) constitutes the notice in writing that the information specified is not held by the University which is required under section 17 of the Freedom of Information (Scotland) Act 2002 (“FOISA”).

Your enquiry and the University’s response.

Please see appendix.

This concludes the University’s response.

Your right to seek a review of how your information request was managed

If you are not satisfied with our response or our reasoning set out above, you have 40 working days in which to require a review of our decision. Any such request should be put in writing and should be sent to the University Secretary, Abertay University, at the address provided below. The request should:

- (a) detail your request for a review of our decision to be undertaken
- (b) describe the nature of your original request
- (c) explain the reasons why you are dissatisfied with our response

University Secretary
Abertay University
Bell Street
Dundee
DD1 1HD
Tel (01382) 308016

E-mail: S.Stewart@abertay.ac.uk

If you remain dissatisfied with how your request for information has been dealt with, you also have the right, in terms of section 47 of FOISA, and within 6 months, to apply to the Scottish

Information Commissioner for a decision as to whether we have handled your request properly.

Information relating to your right to seek review is available from the Scottish Information Commissioner's website:

<http://www.itspublicknowledge.info>

or by contacting the Scottish Information Commissioner's Office at the following address:

Scottish Information Commissioner,
Kinburn Castle,
Doubledykes Road, St Andrews,
Fife KY16 9DS

Telephone: 01334 464610

Fax: 01334 464611

E-mail: <mailto:enquiries@itspublicknowledge.info>

Website: <http://www.itspublicknowledge.info>

Or via the SIC's online appeals service:

<http://www.itspublicknowledge.info/YourRights/Unhappywiththeresponse/AppealingtoCommissioner.aspx>

If you are unhappy with the Commissioner's decision, you also have the right to appeal further to the Court of Session, on a point of law only, under section 56 of FOISA. Please refer to the Commissioner's website (details above) for further information about your right of appeal to the Court of Session.

Yours sincerely,

FOI Processing

Academic Registry
Abertay University

Abertay University is a registered Scottish charity, no. SC016040

Appendix

- o What Applications are you running for:
- o Finance? Aptos, B-Plan, v10.06
- o HR? iTrent, MidlandHR
- o Payroll? iTrent, MidlandHR
- o Project? n/a
- o CRM? n/a
- o Manufacturing? n/a
- o Sourcing? n/a
- o Invoice Scanning Tool? n/a
- o Are you using Config Snapshot? No

- o What BI Tool are you using? **Qlik, v12.10.2**
- o What versions of the above Applications are you running? **See above**
- o When was your last Application upgrade? **Summer/Autumn 2017**
- o Are you planning another upgrade in the next 12-18 months? **No**
- o Do you have an Oracle support partner for applications? If so who? **n/a**
- 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.?) **both functional and technical**
- 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? **n/a**
- o When does the SAP and/or Oracle contracts expire? **n/a**
- o Are you running any Oracle Databases, if so what versions are you running? **v11.2.0.4.0**
- o Are you running any SAP Databases if so what versions are you running? **n/a**
- o What applications are being run on these Databases? **Finance, Student Records, VLE, CMS**
- o Are you planning another Database upgrade in the next 12-18 months? **No Oracle upgrade presently planned**
- o Do you have an Oracle support partner for Databases? If so who? **n/a**
- 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? **Circa £10k, April 2018**
- o Where are the databases held? Hosted, onsite/offsite? **onsite**
- o If not, how many in-house DBAs do you have? **2**
- o Where do you advertise any Oracle and/or SAP procurement opportunities? **Public Contracts Scotland website**
- o Who is responsible for looking after the contract for the Oracle and/or SAP estate? **Head of CIS**
- o Who is responsible for looking after the licenses for the Oracle and/or SAP estate? **Head of CIS**
- o How much do you pay annually for Oracle Support & Maintenance and when does it renew? **Circa £10k, April 2018**
- 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**