Digital Group - Parliamentary Business

Department for Work & Pensions

Name: Mary Soper	Address: Level 7, Caxton House Tothill Street London SW1H 9NA
e-mail: mailto:request-448883-1333f228@whatdotheyknow.com	E-mail: Technology Freedom of Information Mailbox
Sent by e-mail	Website: www.dwp.gov.uk
	Date: 22 December 2017
	Ref No: FOI/4985

Dear Mary Soper

Thank you for your Freedom of Information requests made on 27 November 2017 in which you said:

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?
Do you have an SAP support partner for applications? If so who?
What kind of support is included in the contract/s (functional/technical/etc.?)
What is the value of the SAP application support contract and when does it end?
What is the value of the Oracle application support contract and when does it end?
When does the SAP and/or Oracle contracts expire?

Are you running any Oracle Databases, if so what versions are you running?
Are you running any SAP Databases if so what versions are you 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?
Do you have an SAP support partner for Databases? If so who?
What is the value of the database support contract for SAP and when does it expire?

What is the value of the database support contract for Oracle and when does it expire?
Where are the databases held? Hosted, onsite/offsite?
If not, how many in-house DBAs do you have?

Where do you advertise any Oracle and/or SAP procurement opportunities?
Who is responsible for looking after the contract for the Oracle and/or SAP estate?
Who is responsible for looking after the licenses for the Oracle and/or SAP estate?
How much do you pay annually for Oracle Support & Maintenance and when does it renew?
How much do you pay annually for SAP Support & Maintenance and when does it renew?
Do you work with off-shore partners?

Our Reply

I am writing to advise you that the time limit for responding to your request for information which was received on 27 November 2017 needs to be extended.

It is occasionally necessary to extend the 20 working day time limit for issuing a response. In the case of your request, I need to extend the time limit because the information requested must be considered under one/or more of the exemptions to which the public interest test applies. This extra time is needed in order to make a determination as to the public interest.

Accordingly, I hope to let you have a response by 24 January 2018.

If you have any queries about this letter please contact us on [Technology Freedom of Information Mailbox](), quoting the above reference number.

Yours sincerely,

Digital Parliamentary Business
Department for Work and Pensions

Your right to complain under the Freedom of Information Act

If you are not happy with this response you may request an internal review by e-mailing [freedom-of-information-request@dwp.gsi.gov.uk]() or by writing to DWP, Central FoI Team, Caxton House, Tothill Street, SW1H 9NA. Any review request should be submitted within two months of the date of this letter.

If you are not content with the outcome of the internal review you may apply directly to the Information Commissioner's Office for a decision. Generally the Commissioner cannot make a decision unless you have exhausted our own complaints procedure. The Information Commissioner can be contacted at:

The Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow Cheshire SK9 5AF www.ico.gov.uk