

13 April 2018

Ms Lisa Fisher
request-472313-
77bee67b@whatdotheyknow.com

Information Governance Team
Corporate Services & Digital
County Hall
Bythesea Road
Trowbridge
Wiltshire
BA14 8JN

Our ref: ENQ08827-REQ001

Dear Ms Fisher,

Freedom of Information Request – ERP Systems

Thank you for your request for information dated 20 March 2018, in which you asked for information about ERP systems.

Under the Freedom of Information Act 2000 ('the Act') The Council is obliged to:

- Let you know whether we hold the information you have requested
- Provide you with the requested information, if held, (subject to any exemptions under the Act which may apply).

I can confirm that Wiltshire Council holds the information you have requested. The information you requested is as follows:

- o What Applications are you running for:
- o Finance? SAP
- o HR? SAP
- o Payroll? SAP
- o Project? MS Project
- o CRM? Kana Lagan
- o Manufacturing? N/A
- o Sourcing? N/A (unless this is TalentLink in HR)
- o Invoice Scanning Tool? N/A
- o Are you using Config Snapshot? No
- o What BI Tool are you using? Power BI
- o What versions of the above Applications are you running? SAP R3, MS Project
- o When was your last Application upgrade? Manufacturer dependent
- o Are you planning another upgrade in the next 12-18 months? Manufacturer dependent
- o Do you have an Oracle support partner for applications? If so who? No
- o What kind of support is included in the contract (functional/technical/etc.?) N/A
- o What is the value of the application support contract? N/A
- o When does it expire? N/A
- o Do you have an SAP support partner for applications? If so who? Yes, CGI
- o What kind of support is included in the contract (functional/technical/etc.?) Basis, technical, functional
- o What is the value of the application support contract? £365,000
- o When does it expire? August 2018

- o Are you running any Oracle Databases? Yes
- o If so, what versions are you currently running? 11g and 12c
- o What applications are being run on these Databases? Northgate
- o Are you planning another Database upgrade in the next 12-18 months? Manufacturer dependent
- o Do you have an Oracle support partner for Databases? If so who? No
- o What is the value of the database support contract? N/A
- o When does it expire? N/A
- o If not, how many in-house DBAs do you have? One
- o Where are your Oracle databases held? On site/off site? On-site
- o Who is your hosting partner? N/A
- o When does the contract expire? N/A
- o What is the value of the contract? N/A
- o Where do you advertise any Oracle/SAP procurement opportunities? Via CCS or OJEU
- o Who is responsible for looking after the contract for the Oracle estate? Operations and Transition Manager
- o Who is responsible for looking after the licenses for the Oracle estate? Operations and Transition Manager
- o How much do you pay annually for Oracle Support & Maintenance? £163,122
- o When does this contract renew? Feb 2019
- o Do you work with off-shore partners? No

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If you are dissatisfied with the above response you have a right to request a review of your request for information. Details of the complaints and review procedure are appended to this letter.

Yours sincerely

Kyle McCormack

Information Governance Officer
Email: FOI@wiltshire.gov.uk

Freedom of Information Complaints & Review Procedure

Any person who has requested information from Wiltshire Council, which has been dealt with under the Freedom of Information Act is entitled to complain and request an internal review of their request for information if they are dissatisfied with the response they have received.

Requests for review of Freedom of Information requests must be made in writing (includes email) to:

Freedom of Information Lead
County Hall
Bythesea Road
Trowbridge
Wiltshire
BA14 8JN

Email FOI@wiltshire.gov.uk

Please include the reference number, date of your request and details of why the review is being requested. Requests for review should be brought to the attention of the Freedom of Information Lead within 40 calendar days of the response to the original request.

Any request for review will be acknowledged in writing confirming the reasons for the review. The Freedom of Information Lead will allocate the review to someone who is independent of the original decision. The person conducting the review will set a target date for a response with the intention to complete the review within 20 working days. In more complex cases the review may take up to 40 working days.

The reviewer will conduct a full review of the handling of the request for information and of decisions taken, including decisions taken about where the public interest lies in respect of exempt information where applicable. The review enables a re-evaluation of the case, taking into account any matters raised by the requestor.

On completion of the review the reviewer will reply to the requestor with the result of the review. If the requestor is still dissatisfied following the review they should contact the Information Commissioner to appeal the decision. The Information Commissioner can be contacted using the following details:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Tel: 0303 123 1113 (local rate)
01625 545 745 (national rate)

Email: casework@ico.org.uk