By email only**: request-496834-2b237d08@whatdotheyknow.com

17th July 2018

Ref: FOI 1651

Dear Mary Soper,

I am writing in response to your request for information regarding IT applications at the University (Ref FOI 1651).

In response to the questions of your request, please see as follows (your questions are in italics, with our response underneath):

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?*

Please see the table below under "*What versions of the above Applications are you running?*" for Finance, HR, Payroll, Project, CRM and BI Tool. The Invoice Scanning Tool is part of the Finance system and we do not have applications for Manufacturing or Sourcing, and do not use Config Snapshot.

What versions of the above Applications are you running?

	Application	Version	Last Upgrade	Upgrade in 12-18 mths
Finance	Unit 4 Business World	Milestone 4 Update 7	May-15	Yes
HR	MHR iTrent	10.27.02	Apr-18	Yes
Payroll	MHR iTrent	10.27.02	Apr-18	Yes
Project	Microsoft Project	2016	Apr-18	Yes

	Application	Version	Last Upgrade	Upgrade in 12-18 mths
CRM	ISL Achiever	n/a	n/a	Yes
BI Tool	Wherescape Red, on MS SQL Server BI Stack, with Tableau	Wherescape 8.0.1, SQL 2014, Tableau 10.5.1	Mar-16	Yes

• When was your last Application upgrade?
• Are you planning another upgrade in the next 12-18 months?
Please see the above table.

• Do you have an Oracle support partner for applications? If so who?
Ellucian and BlackBoard.

• Do you have an SAP support partner for applications? If so who?
The University does not use SAP.

• What kind of support is included in the contract/s (functional/technical/etc.?)
The University does not use SAP.

• What is the value of the SAP application support contract and when does it end?
The University does not use SAP.

• What is the value of the Oracle application support contract and when does it end?
£70,500 – Expires 19.02.2019

When does the SAP and/or Oracle contracts expire?
The University does not use SAP. The Oracle contract expires on 19.02.2019.

• Are you running any Oracle Databases, if so what versions are you running?
12c

• Are you running any SAP Databases if so what versions are you running?
The University does not use SAP.

• What applications are being run on these Databases?
The University does not use SAP.

• Are you planning another Database upgrade in the next 12-18 months?
Please see the table above under "What versions of the above Applications are you running?"

• Do you have an Oracle support partner for Databases? If so who?
Oracle provides direct support.

• Do you have an SAP support partner for Databases? If so who?
The University does not use SAP.

• What is the value of the database support contract for SAP and when does it expire?
The University does not use SAP.

• What is the value of the database support contract for Oracle and when does it expire?
£70,500 – Expires 19.02.2019

• Where are the databases held? Hosted, onsite/offsite?
Onsite

• If not, how many in-house DBAs do you have?
2 Oracle and 2 SQLserver.

• Where do you advertise any Oracle and/or SAP procurement opportunities?
Various Procurement Higher Education Frameworks

• Who is responsible for looking after the contract for the Oracle and/or SAP estate?
Learning and Information Services Licence Team

• Who is responsible for looking after the licenses for the Oracle and/or SAP estate?
Learning and Information Services Licence Team

• How much do you pay annually for Oracle Support & Maintenance and when does it renew?
£70,500 – Expires 19.02.2019

• How much do you pay annually for SAP Support & Maintenance and when does it renew?
The University does not use SAP.

• Do you work with off-shore partners?
Yes

If you are unhappy with the way we have handled your request for information, you are entitled to ask for an internal review; however, you must do so within 40 working days of the date of this response. Any internal review will be carried out by a senior member of staff who was not involved with your original request. To ask for an internal review, contact DPFOIA@uclan.ac.uk in the first instance.

If you are unhappy with the outcome of any internal review, you are entitled to complain to the Information Commissioner. To do so, contact:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF
www.ico.org.uk
01625 545 745

Yours faithfully,

Corporate Records Manager
University of Central Lancashire
Email: DPFOIA@uclan.ac.uk