Digital & IT Services
Mark Lumley, Assistant Director

My Ref: F0766

Enquiries to: Digital and IT Services

11 June 2019

Sent electronically to:
Richard Paramo

request-576331-f4c33d0f@whatdotheyknow.com

THE ROYAL BOROUGH OF
KINGSTON

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Dear Mr Paramo,

FREEDOM OF INFORMATION ACT 2000 - INFORMATION REQUEST - REF NO - F0766

I refer to your request received on 14 May concerning ERP Systems. Please note that Digital and IT is a shared service between the Royal Borough of Kingston and the London Borough of Sutton. This response is therefore on behalf of both authorities.

The response is as follows:-

o   What Applications are you running for:

o   Finance? **See table below**

o   HR? - **See table below**

o   Payroll? - - **See table below**

o   Project? - **See table below**

o   CRM? - **See table below**

o   Manufacturing? - **See table below**

o   Sourcing? - **See table below**

o   Invoice Scanning Tool? - **See table below**

o   Are you using Config Snapshot? - **No**

o   What BI Tool are you using? - **We have no corporate tool**

Area	Application	Version & Last Upgrade	Planned upgrade?

Finance	Business World	Software version information is withheld under Section 31.1 (a) Law Enforcement - The prevention or detection of crime.

See notes below.. | Yes |
HR	iTrent		No
Payroll	iTrent		No
Project	Smart Sheets		N/A Cloud App
CRM	Microsoft Dynamics		No
Manufacturing	N/A		N/A
Sourcing	Procontract		N/A
Invoice Scanning Tool	V1		No

o   What versions of the above Applications are you running?

The Software version information is withheld under Section 31.1 (a) Law Enforcement - The prevention or detection of crime.

Section 31

The exemption in section 31 (1) (a) is designed to cover all aspects of the prevention and detection of crime. Section 31 is a qualified exemption, which means that it is subject to a public interest test. We acknowledge the public interest in openness and transparency and we recognise that not releasing this information would provide the public with assurance that we are protecting our IT infrastructure.

Disclosure of the information requested would expose the London Borough of Sutton (LBS) to potential threats of a criminal nature, for example, the targeting of our supply chain or Infrastructure.

LBS takes the protection of its IT infrastructure very seriously. We implement the mandatory requirements of the Cabinet Office Security Policy Framework and follow Her Majesty's Government's Information Assurance standards and best practice which covers all areas of security.

As such, our default approach is to not release detailed information beyond Manufacturer and Product details as this may provide information on specific strengths, weakness should vulnerabilities become present in a product version in the future.

For the reasons set out above, we have assessed that the public interest in maintaining this exemption outweighs the public interest in disclosure.

An example of risk to the IT infrastructure where details of Software version are disclosed, would be a potential future weaknesses occurs on a specific version and with the information being public, it may place the IT infrastructure at a greater risk

against attacks/exploits.

o　　　When was your last Application upgrade?

　　　　　See Table Above

o　　　Are you planning another upgrade in the next 12-18 months?

　　　　　See Table Above

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?

　　　　　No

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?

　　　　　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?
　　　　　Yes - Please see previous on version numbers

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?

　　　　　N/A

o　　　Are you planning another Database upgrade in the next 12-18 months?

　　　　　N/A

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?

    N/A

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/SAP procurement opportunities?

    We do not specifically advertise for Oracle or SAP opportunities

o Who is responsible for looking after the contract for the Oracle and/or SAP estate?

    N/A

o Who is responsible for looking after the licenses for the Oracle and/or SAP estate?

    N/A

o How much do you pay annually for Oracle Support & Maintenance and when does it renew?

    N/A

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?

    Yes

If you are unhappy with the way in which your request has been handled you have the right to ask for an internal review. Please notify us in writing as soon as possible with the grounds upon which you feel the appeal is justified to : foi@kingston.gov.uk or by post to Customer Care, Guildhall 2, Kingston upon Thames, Surrey, KT1 1EU

We aim to respond to you within 20 working days of receiving your request. If it is going to take longer we will let you know.

Should you still be dissatisfied with the outcome you have the right to refer to the Information Commissioner: Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF www.ico.org.uk

Yours sincerely,

M Lumley

Mark Lumley
Assistant Director
Digital and IT
Kingston and Sutton Councils