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Your Ref:

Our Ref: FOIR7145

Date: 24 October 2018

Dear Sir/Madam

**Freedom of Information Request**

Thank you for your e-mail of 1 October requesting information under the terms of the Freedom of Information Act 2000 (FOIA).

You asked to be provided with the following information in relation to the Beta Software Version in operation for online SORN applications during April 2018:

- a) The DVLA's 'Beta Test Closure Report';**
- b) Details of the bugs reported, those that were fixed/still to be fixed and details of the re-testing of the software;**
- c) Details with regard to data loss, errors, performance issues, crashes and inconsistencies;**
- d) Stability issues with the software;**
- e) What feedback was received from Registered Keepers using the Beta version of the software; and**
- f) Any other information with regard to the testing and release of this software version.**

Section 1(1) of the FOIA requires DVLA to confirm whether it holds information in scope of the above requests. However, Section 31(3) of the FOIA exempts DVLA from disclosing information where to do so would be likely to prejudice the prevention or detection of crime and the assessment or collection of a tax or duty. To provide the information you have requested could also disclose information that the Agency considers to be exempt from disclosure under Section 31(3). Therefore, DVLA will neither confirm nor deny that it holds recorded information in scope of your requests. Further details as to why can be found in the Public Interest Test in the attached Annex.

The information which follows concerns the procedures for making any complaint you might have about the reply. Please quote the reference number of this letter in any future communications about it.

Yours faithfully

A handwritten signature in purple ink, appearing to be 'R. Toft', written over a faint rectangular box.

Robert Toft  
Head of Data Protection Policy & Freedom of Information Team

## **Your right to complain to DVLA and the Information Commissioner**

If you are not happy with the reply to your request, you can ask DVLA to re-consider the response you received by writing (within two calendar months of receiving this response) to either [foi@dvla.gsi.gov.uk](mailto:foi@dvla.gsi.gov.uk) or DVLA Freedom of Information Team, DSPG/FOI, C2/W, DVLA, Swansea SA6 7JL.

DVLA will acknowledge and consider your request, re-visiting the response provided. This is known as an Internal Review and will be considered by a staff member not involved with the original reply.

If you disagree with the outcome of the Internal Review, you have the option to complain to the Information Commissioner's Office. Further information can be found via: <https://ico.org.uk/concerns/getting/> Alternatively you may wish to write to: Customer Contact, Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow SK9 5AF.