

Information Governance Team • The Parkhouse Building • Kingmoor Business Park • Carlisle • Cumbria • CA6 4SJ
T: 01228 221234 • E: information.governance@cumbria.gov.uk

PRIVATE AND CONFIDENTIAL

Sarah Thornton

12 March 2021

Dear Sarah Thornton

Freedom of Information Act 2000, Reference: FOI-8085-2021

The council has completed its search relating to your request about IT systems received on Tue, 26 Jan 2021.

Request

Which Enterprise Resource Planning (ERP) or Finance system do you currently use?

What is the value & expiry date of your current contract/licence? What are the extension options?

Which Customer Relationship Management (CRM) System do you currently use?

What is the value & expiry date of your current contract/licence? What are the extension options?

Which Supply Chain Management (SCM) System do you currently use?

What is the value & expiry date of your current contract/licence? What are the extension options?

Which Enterprise Performance Management (EPM), Scenario Planning or Strategic Modelling system do you currently use?

What is the value & expiry date of your current contract/licence? What are the extension options?

Which Human Capital Management (HCM) or HR system do you currently use?

What is the value & expiry date of your current contract/licence? What are the extension options?

Which Analytics or Business Intelligence systems do you currently use?

What is the value & expiry date of your current contract/licence? What are the extension options?

Do you have any plans to migrate to a fully integrated, fully cloud based back-office system in the next two years?

Response

The council does hold information within the definition of your request.

Which Enterprise Resource Planning (ERP) or Finance system do you currently use?

What is the value & expiry date of your current contract/licence? What are the extension options?

Finance – OneAdvanced e5 - £477,307 (2yrs) – expires 31/03/2021, no extension.

Which Customer Relationship Management (CRM) System do you currently use?

What is the value & expiry date of your current contract/licence? What are the extension options?

CRM – Netcall Liberty NGN - £400,400 (3yrs) – expires 19/03/2021, no extension.

Which Supply Chain Management (SCM) System do you currently use?

We do not have a full SCM system, however use a procurement portal from Proactis for the advertising and administration of tender requirements.

What is the value & expiry date of your current contract/licence? What are the extension options?

Current contract expires 31 June 2023. There are no further extension options. Annual subscription is £2,460.

Which Enterprise Performance Management (EPM), Scenario Planning or Strategic Modelling system do you currently use?

What is the value & expiry date of your current contract/licence? What are the extension options?

Not applicable.

Which Human Capital Management (HCM) or HR system do you currently use?

What is the value & expiry date of your current contract/licence? What are the extension options?

HR – MidlandHR iTrent - £495,960 (2yrs) - expires 31/03/2021, no extension.

Which Analytics or Business Intelligence systems do you currently use?

What is the value & expiry date of your current contract/licence? What are the extension options?

BI – OpenText BI Query - £89,698 (2yrs) - expires 31/03/2021, no extension.

Do you have any plans to migrate to a fully integrated, fully cloud based back-office system in the next two years?

The council adopts the Government's Digital Services 'Technology Code of Practice' and its principles as they provide a tried and tested national approach and act as a foundation for making decisions on how technology will be used within the organisation. As such any plans to a fully integrated, cloud hosted back office system are taken on a case by case basis. At present, there is a plan to migrate one back office system to a cloud-based solution.

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Further information can be found on the council's website: <http://www.cumbria.gov.uk/council-democracy/accesstoinformation/internalreviewscomplaints.asp>

Yours sincerely

Information Governance Team