



Department
for Work &
Pensions

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Digital Group - Parliamentary Business

Address: Level 7, Caxton House
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Website: www.dwp.gov.uk
Date: 19 October 2018
Ref No: FOI 3627 & IR481

Sent by e-mail

Dear Mr Slater

Thank you for your Freedom of Information request received on 6 September. We endeavour to meet the statutory deadlines on all FOI requests, but it would appear that on this occasion we have failed to do so. We apologise for this administrative error and hope that it has not caused you too much inconvenience. You asked for:-

LiMA IT System used for ESA WCA

Any IT system will periodically experience problems. These would normally be documented and submitted to a support team to fix (e.g. a bug list or issues list). Therefore:

RFI1: How does the DWP document problems with LiMA that require a technical solution?

ATOS manage problems with LIMA via standard incident and problem management processes documented in their SM Tooling.

RFI2: Are technical problems with LiMA fixed by DWP staff or by an external organization (e.g. Atos). If an external organisation is involved please direct me to the relevant contract under which the work is carried out.

This system is provided to DWP under an IT contract with ATOS, known as the 'ASIS' Contract. A copy of the area covering responsibilities is available on this link <https://data.gov.uk/data/contracts-finder-archive/contract/1442929/>

RFI3: Please disclose the issues/bug list for LiMA that have been recorded since 1 January 2018 and did or still require a technical solution.

The Department neither confirms nor denies that it holds the information that you have requested. However, the Department would withhold any information on the basis of the provisions contained in Sections 31 and 24 of the Freedom of Information Act ("the Act"), which covers the prevention of crime, and national security respectively. Section 31 and 24 are qualified exemptions, and as such, a public interest test needs to be

applied. While there is a legitimate public interest in ensuring that the public can have confidence that the Department has appropriate measures in place to ensure the security of its technology and data, it is not in the public interest for the Department to provide details of outstanding issues or bugs, as this would enable individuals to be able to deduce potential vulnerabilities, thereby creating a risk for the Department. This is not in the public interest, and therefore we are withholding the information in accordance with Section 17 of the Act.

If you have any queries about this letter please contact me quoting the reference number above.

Yours,

DWP Digital, Parliamentary Business Focal Point

Your right to complain under the Freedom of Information Act

If you are not happy with this response you can ask for an internal review by e-mailing freedom-of-information-request@dwp.gsi.gov.uk or by writing to DWP, Central FoI Team, Caxton House, Tothill Street, SW1H 9NA. Any review request should be sent within two months of the date of this letter.

If you are not content with the outcome of an internal review you may apply directly to the Information Commissioner's Office (ICO) for a decision. Generally the ICO cannot make a decision unless you have exhausted our own complaints procedure. The ICO can be contacted at: Wycliffe House, Water Lane, Wilmslow Cheshire SK9 5AF ico.org.uk/Global/contact_us or telephone 0303 123 1113 or 01625 545745