



# HM Revenue & Customs

David Ball

By email: request-1099536-  
c99e548b@whatdotheyknow.com

## Information Rights Unit

S1727  
8 Floor  
Central Mail Unit  
Newcastle Upon Tyne  
NE98 1ZZ

**Email** [foi.request@hmrc.gov.uk](mailto:foi.request@hmrc.gov.uk)

**Web** [www.gov.uk](http://www.gov.uk)

Date: 16 April 2024  
Our ref: FOI2024/24462

Dear David Ball

### Freedom of Information Act 2000 (FOIA)

Thank you for your request, which was received on 7 March, for the following information:

“Would you please provide the number of “Bugs” (that is errors, defects, faults etc) that have been reported to BAE Systems Applied Intelligence concerning the Connect Computer System since its inception in 2010 until the present day 2024.

Please characterise by category, which might be minor, major, critical or whatever categories are used.”

### Our response

We can confirm that we hold some information within the scope of your request.

The previous system for reporting issues with our systems was decommissioned in November 2020, and the information held on the old reporting system was not transferred. Furthermore, the BAE portal, which is the replacement system used to log such incidents, was upgraded in October 2022 and its historic data was not transferred. Therefore, we are unable to provide information before that time.

Since October 2022, the total number of incidents raised with BAE Applied Intelligence concerning Connect is 9. These were all classed as priority level 4, which means they impacted fewer than 10 users. Also, none of these incidents have had an impact on any customer’s tax records.

If you are not satisfied with our reply, you may request a review within 40 working days of receiving this letter by emailing [informationrightsunit@hmrc.gov.uk](mailto:informationrightsunit@hmrc.gov.uk) or by writing to our address at the top.

If you are not content with the outcome of an internal review you can [complain to the Information Commissioner’s Office](#).

Yours sincerely,

