

Our Ref: lab/FOI 22-351 Direct Line: 01633 435956
FOI.ABB@wales.nhs.uk

23rd August 2022

Helen Johnson
request-882441-b7643921@whatdotheyknow.com

Dear Sir/Madam

Thank you for your request for information under the Freedom of Information Act, received on 27th July 2022, reference number FOI 22-351. I can confirm that the Health Board has completed a search of its records and has established that it does hold information in relation to your request below:

Please respond to the following questions about your Core Systems:

How many employees do you have?

As of 30th June 2022 the Health Board had 15978 staff in post.

ERP

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

Oracle

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

All Wales system. Please contact [NWSSP](#).

Do you have any plans to review (upgrade/change) this system?

No

CRM

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

Service Point

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

All Wales solution. Please contact [Digital Healthcare Wales](#).

Do you have any plans to review (upgrade/change) this system?

As above

SCM

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

Please refer to ERP system response

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

As above

Do you have any plans to review (upgrade/change) this system?

As above

EPM – Not applicable

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?

Do you have any plans to review (upgrade/change) this system?

HR & Payroll

Which Human Capital Management (HCM) or HR and Payroll system/s do you currently use?

All Wales system. Please contact [NWSSP](#).

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

Do you have any plans to review (upgrade/change) this system?

BI

Which Analytics or Business Intelligence systems do you currently use?

Qlik Sense

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

Annual renewal - £56,000

Do you have any plans to review (upgrade/change) this system?

No

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

No

If you are not satisfied that the information you have requested has been provided, or because of the way your request has been handled, you have the right to request a review. This would be looked into in accordance with the Information Commissioner's Office (ICO) guidelines, which state that a request for review should be received within two months of you receiving the Health Board's response to your request for information. Please contact Rani Mallison, Director of Corporate Governance, Aneurin Bevan University Health Board, Headquarters, St Cadoc's Hospital, Lodge Road, Caerleon, Newport, NP18 3XQ, email: ABB.BoardSecretary@wales.nhs.uk in the first instance if you wish to request a review.

If you are still dissatisfied at the end of the review, you have the right to take your complaint directly to the Information Commissioner, who can be contacted at the following address:

Information Commissioner's Office - Wales
2nd Floor
Churchill House
Churchill Way
Cardiff
CF10 2HH

Telephone: 0330 414 6421

Email: wales@ico.org.uk

Yours sincerely

A handwritten signature in black ink, appearing to be 'Glyn Jones', with a large circular flourish at the top.

Glyn Jones
Interim Chief Executive/Prif Weithredwr dros dro