

Department for Work and Pensions (DWP)
Central Freedom of Information Team

freedom-of-information-request@dwp.gsi.gov.uk

Our reference: VTR4258

Date: 26 October 2017

Dear A. James

Thank you for your Freedom of Information request received on 13 October 2017.

You asked :

Please provide the following with respect to the case management system (IT system) used to administer the 2012 Child Maintenance Scheme

- *The original RFP used to tender for the work laying out the requirements of the system*
- *A list of reports that can be generated by the system*
- *A list of management reports routinely used or sent to the Child Maintenance Group Senior Team to track performance*

DWP Response:

The Seibel platform which Child Maintenance Service (CMS) is built on, is an off the shelf product which has been designed to fit the required purposes of the 2012 Child Maintenance Scheme; the design of the system has been completed in house by Child Maintenance Group (CMG), therefore, we do not hold a request for proposal (RFP).

The CMS system does not directly produce reports; a variety of software packages are used to generate management information. Reports can be created to integrate for numerous outcomes; please find included with this response, Annex A – CMS2012, a list of current reports that are generated.

Whilst CMG produces a variety of reports to support service delivery, the internal names often relate to business specific processes and can be obscure. In the spirit of answering the FOI request CMG senior leadership team routinely use and refer to a summarised report to track performance over recent months; reports from Annex A form the summarised report.

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

Yours sincerely,

DWP Central Fol Team

Your right to complain under the Freedom of Information Act

If you are not happy with this response you may request an internal review by e-mailing freedom-of-information-request@dwpgsi.gov.uk or by writing to: DWP, Central Fol Team, Caxton House, Tothill Street, SW1H 9NA. Any review request should be submitted within two months of the date of this letter.

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