

20 October 2014

Mark Salter

Julia Snape  
Information requests

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[information.requests@ofcom.org.uk](mailto:information.requests@ofcom.org.uk)

Dear Mr Salter

### **Request for information**

Thank you for your request for information regarding our case management system – Siebel - which we received on 22 September and have considered under the Freedom of Information Act 2000.

I note you have an interest in amateur (hobby radio) and have made at least 15 previous requests for information over the last 3 years related to this. You have also requested an internal review of our decision in six of those cases, taking four of those to the Information Commissioners Office to appeal against our decision.

Turning to this separate request, please find below our response to each of your questions.

*1. The details of the server or operating system(s) on which it is run*

The operating system on which it is run is Windows 2003 R2 Enterprise Edition.

*2. The software version*

The software version is Siebel Public Sector 7.8.2.14 (SIA).

*3. Date of purchase (if applicable)*

The date of purchase/contract signature of Siebel was 19 December 2005.

*4. The name of the supplier (if applicable)*

The supplier name is Oracle.

*5. The names of any products needed to support this system that are separate (in terms of purchase or license) to it. For example a database or a storage solution.*

The product needed to support the system is Oracle Database 10.2.0.4.

6. *The list of fields available for use in spectrum cases and if available their descriptions and maximum lengths.*

Please find attached a spreadsheet with the fields and maximum lengths. We do not hold descriptions of each field.

7. *The amount of data held on this system, please split into character information and image data.*

With regard to the amount of data held on the system, the below figure represents the size of the Siebel system as a whole. We are unable to split this figure for spectrum data. We are also unable to provide the size of character information. However, the unstructured documents figure below represents unstructured data, which would include email correspondence, letters, images, etc.

Siebel Database Size: 29Gb

File System / Unstructured Documents: 429Gb.

8. *Where images are saved into this system, please provide samples of the blank templates/forms that are scanned.*

Please find attached a selection of sample templates that are held on the system.

9. *If this software is used by multiple departments, please also provide a list of those departments along with the date and time it was last accessed by them prior to 00:01 on the 22nd September 2014. Please note that if this system is no longer used, please provide the information above for its replacement and the date it was replaced.*

The key departments that use Siebel access it on a daily basis. Therefore it would have been last accessed on 21 September by the following departments:

Consumer Contact Team

Field Operations

Content Standards, Licensing and Enforcement

Spectrum Engineering and Enforcement

Spectrum Licensing Centre

I hope this information is helpful. If you have any further questions then please do not hesitate to contact me at [information.requests@ofcom.org.uk](mailto:information.requests@ofcom.org.uk).

Please ensure that when using the provided information in any way, including publishing the information, you comply with all relevant legislation. For example, the information provided

may be protected by copyright under the Copyright, Designs and Patents Act 1988 (as amended). If in doubt, please seek independent legal advice. For Ofcom's policy on copyright and related issues, please refer to our website at <http://www.ofcom.org.uk/disclaimer/>.

Yours sincerely

Julia Snape

If you are unhappy with the response or level of service you have received in relation to your request from Ofcom, you may ask for an internal review. If you ask us for an internal review of our decision, it will be treated as a formal complaint and will be subject to an independent review within Ofcom. We will acknowledge the complaint and inform you of the date by which you might expect to be told the outcome.

The following outcomes are possible:

- the original decision is upheld; or
- the original decision is reversed or modified.

#### Timing

If you wish to exercise your right to an internal review **you should contact us within two months of the date of this letter**. There is no statutory deadline for undertaking internal reviews and it will depend upon the complexity of the case. However, we aim to conclude all such reviews within 20 working days, and up to 40 working days in exception cases. We will keep you informed of the progress of any such review. If you wish to request an internal review, you should contact:

Graham Howell  
The Secretary to the Corporation  
Ofcom  
Riverside House  
2a Southwark Bridge Road  
London SE1 9HA

If you are not content with the outcome of the internal review, you have the right to apply directly to the Information Commissioner for a decision. The Information Commissioner can be contacted at:

Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF