



The Insolvency
Service

The Insolvency Service
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Ranbir Sahota
request-654342-a152b361@whatdotheyknow.com

Our ref: FOI2019-184
Email: FOI@insolvency.gov.uk
Date: 08 April 2020

Dear Ranbir Sahota

Re: Freedom of Information Act 2000

Thank you for your email of 11th March requesting the following information from the Insolvency Service: -

1. *What was the total budget for IT spend for 2019?*
2. *What proportion of the IT spend for 2019 was for software/digital projects?*
3. *How many software/digital projects were started in 2019?*
4. *How many of the software/digital projects started in 2019 were due to be put into live running (i.e. complete) in 2019? Where projects had multiple phases, I'm only interested in those phases that were due in 2019.*
5. *If any of the projects in question 4 ran over budget, by how much did they run over?*
6. *If any of the projects in question 4 were not delivered on the date originally planned, by how much did they run over? By originally planned, I mean the due date when the project was launched; if a project was rescope and the due date changed, treat the project as running over from the original date.*
7. *If any of the projects in question 4 were cancelled, how many was that and what was the budget for those projects in total?*
8. *What proportion of your software/digital project teams track defects found? (It is enough to give an approximation, e.g. more than 80%)*
9. *For the projects that track defects:*
 - a. *How many defects were found?*
 - b. *How many of these were during design/development?*
 - c. *How many of these were found after development (i.e. after the project went live)?*
 - d. *Is there a correlation between the original project budget, due date, defects found in development, defects in live, project type (internal, public-facing) and budget or time overruns? (It is okay to send me just the raw data - project, budget, due date, defects, overruns and I will do the analysis)*

Your request has been dealt with under the Freedom of Information Act 2000 (FOIA).

I can confirm the agency holds some of the information that you have requested. However, due to the nature of some of the questions asked your request is also being refused under section 12(1) (costs) of the FOIA as it is estimated to locate and retrieve such information would be over the cost limit.

This is because the Insolvency Service does not centrally hold the information required for questions 8 and 9 (parts a-d), and so we would need to check each potential project and determine if defects were recorded.

The appropriate limit has been specified for Central Government at £600. This represents the estimated cost of one person spending 24 hours in determining whether the Service holds the information, and locating, retrieving and extracting the information.

Under section 12(1) of the Freedom of Information Act the Insolvency Service is not obliged to comply with your request and we will not be processing your request further.

If you were to make a new request for a narrower category of information, it may be that we could comply with that request within the appropriate limit, although I cannot guarantee that this will be the case. It may help if I outline some ways of narrowing your request:

As it is questions 8 and 9 that are taking you over the cost limit, you may want to consider re-submitting your request without these aspects, you may also wish to rephrase your request to financial years rather than calendar years and specify which financial year is relevant for your request. This is because for many of the questions we do not hold the information in calendar years. For example, we only hold information for question 1 in financial years, and we cannot convert the budget into calendar years. It may also be useful for you to provide what you determine to be defined as a 'software/digital project' as this will assist in us setting the parameters for any search required.

In relation to question 1 it may be useful for you to know that we already publish budget information on page 26 of the Insolvency Service Annual Plan which can be accessed using the link below

https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/844740/annual_plan_19-20.pdf

If you have any queries about this letter, please contact me. Please remember to quote the reference number above in any future communications.

If you are not satisfied with the response we have provided you and would like us to reconsider our decision by way of an internal review (IR), please contact our Information Rights Team at foi@insolvency.gov.uk or by post at:

Information Rights Team
The Insolvency Service

3rd Floor
Cannon House
18 Priory Queensway
Birmingham
B4 6FD

You also have the right to contact the Information Commissioners Office (ICO) if you wish for them to investigate any complaint you may have regarding our handling of your request. However, please note that the ICO is likely to expect an IR to have been completed in the first instance.

Kind regards

Information Rights Officer
Information Rights Team
The Insolvency Service

The Department for Business, Energy and Industrial Strategy, Official receivers and the Adjudicator are Data Controllers in respect of personal data processed by the Insolvency Service. For the details about how personal data is processed by the agency, please see the full Insolvency Service Personal Information Charter here: <https://www.gov.uk/government/organisations/insolvency-service/about/personal-information-charter>