



Ministry of Housing,
Communities &
Local Government

**Ministry of Housing, Communities and Local
Government**

Fry Building
2 Marsham Street
London
SW1P 4DF

T 030 3444 0000

www.gov.uk/mhclg

Mr Ranbir Sahota

Date: **31 March 2020**

Dear Mr Sahota,

Freedom of Information Act 2000 - 5949009

Thank you for your request for information which was received on 4 March 2020.

You requested:

- 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).*

This request has been considered under the Freedom of Information Act 2000.

I am writing to inform you that we have searched our records and most of the information you requested is held by Ministry of Housing, Communities and Local Government, although some is not held.

I have detailed the information below.

1. The IT budget for the financial year 19/20 is £10,365,163.52 (Capital and Resource).
2. There was £0 spend from IT budget for digital projects; however, external digital project spend from a separate digital budget was £151,864.80 excluding VAT in 2019.
3. 7 digital projects were started in 2019.
4. None. All projects were in pre-live phases, i.e. discovery, alpha or beta.
5. N/A.
6. N/A.
7. N/A.
8. For 1 project in Alpha, 100%. Due to the phase and nature of the other 6 projects, there was no specific defect tracking.
9. a.-c.: Software is continuously delivered, so the development phase is ongoing. Bugs are treated as part of the backlog/not specifically tagged as bugs, so this information is not held. d.: No.

Complaints procedure

If you are unhappy with this response, we will review it and report back to you. (This is called an internal review.) If you want us to do this, let us know by return email within two months of receiving this response. You can also ask by letter addressed to:

Ministry of Housing, Communities and Local Government
Knowledge and Information Access Team
4th Floor SE, Fry Building
2 Marsham Street
London, SW1P 4DF

If you are unhappy with the outcome of this internal review, you can ask the independent Information Commissioner to investigate. The Information Commissioner can be contacted at email address casewoxx@xxx.xxx.xx or use their online form at ico.org.uk/concerns or call them on 0303 123 1113.

Yours sincerely,

Timothy Granville

Knowledge and Information Access Team
Ministry of Housing, Communities and Local Government