

Reference: 637343

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10 December 2018

**Freedom of Information: Right to know request**

Thank you for your request for information about security and compliance software.

This was received by Ofcom on 14 November and it has been considered under the Freedom of Information Act 2000 (“the Act”).

Please see below our responses to each question you asked.

*Can you confirm the SAP ERP version you are currently using?*

We are unable to disclose this information as it is exempt under section 43 of the Act.

In applying section 43, we have had to balance the public interest in withholding the information against the public interest in disclosing the information. Annex A to this letter sets out the exemption in full, as well as the factors Ofcom considered when deciding where the public interest lay.

*Who provides your SAP Security, Authorisations and Role Design support?*

3rd Party ICT Provider.

*Can you please confirm if you currently use SAP Access Control?*

We do not.

*If you do use Access Control, what version is installed (options are v5.3, v10.0, v10.1 or v12.0)?*

N/A.

*Do you have a support contract with an external provider to support SAP Access Control install?*

No.

*Can you please confirm if you currently use SAP Process Control?*

No.

*If you do use Process Control, what version is installed (options are v5.3, v10.0, v10.1 or v12.0)?*

N/A.

*Do you have a support contract with an external provider to support SAP Process Control install?*

We have a support contract for all SAP Support and maintenance.

*Can you please confirm if you currently use SAP Risk Management?*

No.

*If you do use Risk Management, what version is installed (options are v5.3, v10.0, v10.1 or v12.0)?*

N/A.

*Do you have a support contract with an external provider to support SAP Risk Management install?*

We have a support contract for all SAP Support and maintenance.

*Can you confirm if you currently have any other SAP GRC software installed?*

*List of SAP GRC software includes, but not exclusive to:*

*i. Business Integrity Screening*

*ii. Single Sign-On*

*iii. Identity Management*

*iv. Audit Management*

*v. UI Masking*

*vi. UI Logging*

*vii. Read Access Logging*

*viii. BusinessObjects Access Control*

*ix. Versa GRC*

We do not.

*If you do not have any SAP GRC installed/utilised, are there any plans to purchase and install the GRC software?*

No.

*If you have implemented any of the aforementioned software and have a support contract what is the renewal date of that contract?*

N/A.

*Where is your SAP infrastructure located and in what format?*

We are unable to disclose this information as it is exempt under section 43 of the Act.

In applying section 43, we have had to balance the public interest in withholding the information against the public interest in disclosing the information. Annex A to this letter sets out the exemption in full, as well as the factors Ofcom considered when deciding where the public interest lay.

*When is the contract for third party support of your SAP infrastructure due for renewal?*

Q2 2020.

*Where do you advertise any SAP related procurement opportunities?*

Public sector procurement frameworks and G Cloud.

If you have any queries, please contact [information.requests@ofcom.org.uk](mailto:information.requests@ofcom.org.uk). Please remember to quote the reference number above in any future communications.

Yours sincerely,

Jerin John

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 exceptional cases. We will keep you informed of the progress of any such review. If you wish to request an internal review, you should contact:

Corporation Secretary  
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

**Annex**

<b>Section 43 – where information, if disclosed, would, or would be likely to, prejudice the commercial interests of a company</b>	
<b>Factors for disclosure</b>	<b>Factors for withholding</b>
<ul style="list-style-type: none"> <li>enabling the public to get a better understanding of the commercial relationships between Ofcom and its IT and IT security suppliers and the nature of the services provided, thereby increasing public confidence in Ofcom’s work.</li> </ul>	<ul style="list-style-type: none"> <li>Ofcom’s ability to carry out its corporate functions in an effective way requires IT and IT security services and Ofcom needs to be confident that disclosure of information about those services will not negatively impact on Ofcom’s ability to carry out its corporate functions.</li> <li>Ofcom contracts with a number of IT companies. These companies need to be confident that the information relating to their business, such as information about them as an organisation relating to their products or services, will not be disclosed if it would, or would be likely to, prejudice their commercial interests.</li> <li>Ofcom continues to negotiate and require contracts for software like those related to this request.</li> </ul>
<b>Reasons why public interest favours withholding information</b>	
<ul style="list-style-type: none"> <li>In order to carry out its corporate functions in an effective way, Ofcom requires IT and IT security services. The disclosure of information would, or would be likely to, prejudice Ofcom’s commercial interests because of increased threats to the integrity of Ofcom’s IT systems would be likely to undermine Ofcom’s ability to carry out its functions.</li> <li>Ofcom enjoys a positive relationship with the IT and IT security companies it contracts with. The release of information which would, or would be likely to, prejudice commercial interests and would impair both Ofcom’s relationship with providers of services, and adversely affect its commercial relationships with other contractors. If contractors could not be confident that such information provided by them to Ofcom would be withheld from disclosure, except in compelling circumstances, commercial activities may be impeded.</li> </ul>	

Similarly, Ofcom's bargaining position may be undermined in future negotiations if information about the services were disclosed. These considerations go against the public interest in disclosing.

- The weight attached to the public interest in disclosing is fairly limited, in comparison to the weight attached to avoiding the prejudice which would be caused by disclosure, in view of the limited contribution that the information would make to enabling the public to understand how Ofcom performs its functions in this context.