

Reference: 505887

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Freedom of Information: Right to know request

Thank you for your request for information where you asked about Ofcom's Enterprise Resource Planning services.

This was received by Ofcom on 22 December 2017 and it has been considered under the Freedom of Information Act 2000 (the Act).

Please see below our responses to your questions:

1. Which software are you currently using for the following Enterprise Resource Planning (ERP) services (if using more than one vendor - please breakdown accordingly):

a. Finance and Accounting

SAP, approximately 40 users

b. Procurement

SAP, approximately 140 users

c. Project Portfolio Management

Jama (approximately 20 users) and Excel

d. Supply Chain Management

N/A

e. Planning and Budgeting

SAP (approximately 10 users), Excel (approximately 200+ users), Power Point.

f. Performance Management

N/A

g. Human Resources

SAP (approximately 20 users)

h. Payroll

N/A

i. Talent Management

SABA Learning Management System – supported by Comenius approximately 900 users.

j. Workforce Planning

N/A

2. How many users within your organisation have access to the above ERP services? If you are not using all of the above services, please mark N/A where applicable.

See above.

3. Which version of the software for the above ERP services are you using?

We are unable to disclose the information you have requested as we consider it is exempt from disclosure under Section 31(1)(a) of the Act - crime prevention - on the grounds that the information may aid malicious parties to attack the IT systems concerned. Release of this information will prejudice the prevention of crime by facilitating the possibility of a criminal offence being carried out. Hacking into an IT system is a criminal offence.

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

It is likely that other exemptions under the Act would also apply.

4. When was the last time this ERP software was upgraded?

This is exempt from disclosure under S31(1) a – see above.

5. What was the cost of the last upgrade for the above ERP services? Please provide a breakdown of the software, hardware and associated services.

The information you requested is being withheld as it falls under the exemption in s.43 of the Act. This deals with the exemption of information that would prejudice the commercial interests of a person or company. In applying this exemption, we have had to balance the public interest in withholding the information against the public interest in disclosing the information. Annex B to this letter sets out the exemption in full, as well as the factors Ofcom considered when deciding where the public interest lay.

6. Are you planning another ERP upgrade in the next 12-18 months? If yes, do you envisage the purchase of additional software and hardware?

We have no current plans to do this.

7. Are the above ERP services provided in-house or are they outsourced? If outsourced which service provider are they outsourced to and when does the contract expire?

The above are all in-house services, with the exception of the Learning Management System. The contract for this expires at the end of March 2020.

8. When does your existing contract for the above ERP software expire and when do you intend to re-tender?

Our SAP and Jama licences are perpetual and we have no current plans to terminate the agreement. The LMS solution will be tendered at the end of the current contract.

9. Which software do you currently use for Customer Relationship Management (CRM)?

We use cloud based Salesforce CRM.

10. When does the existing software contract expire for CRM and when do you intend to re-tender?

Our current contract ends at the end of January 2018. We will renew the licences subscriptions under the G-Cloud.

11. Which software do you currently use for Business Intelligence (BI)?

We use Microsoft Power BI and SAP BW.

12. When does the existing software contract expire for BI and when do you intend to re-tender?

We renew our Microsoft Power BI solution under our Microsoft enterprise agreement. We have no current plans to tender for another solution.

If you have any queries, then please contact 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:

Steve Gettings
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

Annex A

Section 31(1): Information which is not exempt information by virtue of section 30 is exempt information if its disclosure under this Act would, or would be likely to, prejudice –

- (a) the prevention or detection of crime;
- (b) the apprehension or prosecution of offenders.

Factors for disclosure	Factors for withholding
<ul style="list-style-type: none"> • Open policy making and public confidence in regulated activities 	<ul style="list-style-type: none"> • Disclosure of detailed information about Ofcom’s IT systems may aid malicious parties to attack the IT systems concerned. Release of this information will prejudice the prevention of crime by facilitating the possibility of a criminal offence being carried out. Hacking into an IT system is a criminal offence.
Reasons why public interest favours withholding information	
<ul style="list-style-type: none"> • Disclosure of detailed information about Ofcom’s IT systems could be used by offenders to hack into our systems. It is in the public interest for this not to happen to protect Ofcom against a potential cyber-attack so that Ofcom can carry on its work. The more specific any information is, the more useful it may be to an attacker. 	

Annex B

Section 43 – where information, if disclosed, would, or would be likely to, prejudice the commercial interests of a company	
Factors for disclosure	Factors for withholding
<ul style="list-style-type: none">• Open policy making and public confidence in regulated activities	<ul style="list-style-type: none">• Specific companies are identifiable and as such their ability to conduct their business activities would be diminished if this data were publicly available at this time. Therefore, commercial interest would be prejudiced.
Reasons why public interest favours withholding information	
<ul style="list-style-type: none">• Ofcom enjoys a positive relationship with its stakeholders and external expertise in order to carry out its work, and is entrusted with commercially sensitive data provided by those companies. The release of this information into the public domain would impair both this relationship and could make it more difficult to procure services in future.	