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26 January 2022

Dear Sir/Madam

Freedom of Information Act 2000 (FOIA)
Request ID: FOI388123651

Thank you for your request for information relating to Council Software Contracts.

You have requested the following information:

1. What Applications and versions are you running and what was the value of the contracts for:
• **a. Finance:** Unit 4 Business World (Contract Reference: COV SS-129-JG-11.12-S)
• **b. HR: Zellis** – Resource Link (Contract Reference: COV – 7518)
• **c. Payroll:** Zellis – Resource Link (Contract Reference: COV – 7518)
• **d. Projects:** Microsoft Project/Excel (Contract Reference: COV – 6962)
• **e. Business Intelligence Software Tools:** Power BI/SQL server (Contract Reference: COV – 6962)

Further information of the above contracts (e.g. contract values) is accessible on the Council's website, please use the link below:

https://www.coventry.gov.uk/contractsregister

We therefore do not have to provide the information as per Section 21 of the FOI

With regards to versions, information on the installed versions of these databases/systems is exempt from disclosure under Section 31(1)(a) and Section 31 (3) of the FOIA Act 2000.

The information you have requested is exempt from disclosure under Section 31(1)(a) and Section

31 (3) of the FOIA Act 2000. Section 31 of the FOIA relates to Law Enforcement and Section 31(3) removes the public authority's duty to confirm whether information is held if to do so would, or would be likely to prejudice law enforcement.

It is the Council's view that disclosure of this information, would be likely to compromise the Council's information security strategies by giving cyber criminals insight into vulnerabilities which may, or may not, exist.

Section 31(3) is a qualified exemption, as such we have gone on to perform a public interest test in order to assess the public interest arguments for and against declaring whether or not the requested information is held.

For Disclosure:

• Confirmation of possession would demonstrate a commitment to transparency with regard to the Council's undertaking and could provide assurance that the council have robust IT infrastructure in place.

Against Disclosure:

• Maintaining the integrity and security of the Council's systems.
• Preventing cyber-attacks and similar against the Council systems.

Revealing the information may assist cyber criminal's insight into not only the strengths of the Council's cyber security, but also any potential weaknesses that may exist. This could ultimately result in a future cyber-attack. Cyber security measures are in place to protect the integrity of personal and sensitive personal information.

The occurrence of a future cyber-attack would prejudice the Council's legal duty to safeguard personal information from loss, theft, inappropriate access or destruction, which is why Section 31 has been employed in this case.

On balance the public interest in maintaining the exemption.

2. Are you planning a IT system upgrade in the next 12-18 months?

For the systems mentioned above, the Council will be upgrade them as per the suppliers' guidelines.

3. How many Full Time Employees do you have (excluding employees at Schools)?

As at 1 January 2022, there were 3,127 full time employees.

4. Which Enterprise Resource Planning (ERP) or Finance system do you currently use?

We are currently using Unit 4 Business World (Contract Reference: COV SS-129-JG-11.12-S).

a. What is the value & expiry date of your current contract/licence? What are the extension options?

The current expiry date is 31 March 2024 with three further 12-month extensions.
The value of this contract is £170,000.

5. How many Finance system users do you have?

We currently have 1,184 Finance system users.

6. How many Purchasing system users do you have?

We currently have 996 Purchasing system users.

7. Which Supply Chain Management (SCM) System do you currently use?

We currently do not have a Supply Change Management System in place.

a. What is the value & expiry date of your current contract/licence? What are the extension options?

Not applicable.

8. Which Enterprise Performance Management (EPM), Scenario Planning or Strategic Modelling system do you currently use?

We currently do not have an Enterprise Performance Management, Scenario Planning or Strategic Modelling System.

9. What is the value & expiry date of your current contract/licence? What are the extension options?

Not applicable.

10. Which Human Capital Management (HCM) or HR system do you currently use?

We currently use Zellis – Resource Link (Contract Reference: COV – 7518).

a. What is the value & expiry date of your current contract/licence? What are the extension options?

The current expiry date is 24 October 2027. The value of this contract is £128,118.

11. How many HR system users do you have?

All employees are HR system users (to access self service to view payslips etc). As at 1st Jan 2022, there were a total of 4,833 users.

12. Do you have a Digital Transformation Strategy?

We currently do not have a specific Digital Transformation Strategy in place.

13. What parts of your Digital Transformation Strategy are you looking to implement in the next 12-18 months?

Not applicable.

14. Do you have any plans to migrate to a fully integrated, fully cloud based back-office system in the next two years?

We currently have no plans to migrate to this system within the next two years.

15. Do you have an Oracle support partner for applications? If so who? Wha t kind of support is included in the contract (functional/technical/etc.?) When does it expire?

We currently have a contract in place with WellData Ltd which covers DBA support for our Oracle databases (Contract Reference: 00014572). There is no expiry date for this contract.

16. Are you running any Oracle Databases? If so, what versions are you currently running?

Yes, we are currently running Oracle databases. Please refer to the response provided for Question 1 regarding disclosure of versions

a. What applications are being run on these Databases?

Capita ONE.

b. Are you planning another Database upgrade in the next 12-18 months?

There are no upgrades planned at present.

17. Do you have an Oracle support partner for Databases? If so who?

Please see answer to Question 15.

a. What is the per annum value of the database support contract?

The value of this contract is £17.6K per annum.

b. When does it expire?

Please see answer to Question 15.

c. Where are the databases held? Hosted, onsite/offsite?

Our databases are held and hosted onsite.

d. If not, how many in-house DBAs do you have?

None.

18. Where do you advertise any Oracle procurement opportunities?

Tender opportunities for all council services are advertised on the CSW Jets website http://www.csw-jets.co.uk/

a. Who is responsible for looking after the contract for the Oracle estate?

The Council's Procurement team and Data Centre Services Lead.

b. Who is responsible for looking after the licenses for the Oracle estate?

Data Centre Services Lead.

c. When does this contract renew?

This contract renews on 1 April 2022.

d. Do you work with off-shore partners?

No.

19. Have you considered using a Software As A Service solution and not yet moved to one? Do you currently work with any partners in this space?

Yes, we currently use several SAAS providers.

20. At what level are decisions are made around procuring software and services such as video conferencing?

Decisions regarding procuring software solutions are made at different levels of the organisation depending on the use case, value of the contract and other factors. Council departments requiring new software would initially contact ICT and Digital services for support and advice before completing a business case, which would be taken through the council's procurement route depending on the value.

21. We request for you to provide contact details of all chief decision makers regarding your technology through your organisation?

Head of ICT and Digital Services: Paul Ward.
Email address: paul.ward@coventry.gov.uk

information in the future.

If you are unhappy with the handling of your request, you can ask us to review our response. Requests for reviews should be submitted within 40 days of the date of receipt of our response to your original request – email: infogov@coventry.gov.uk

If you are unhappy with the outcome of our review, you can write to the Information Commissioner, who can be contacted at: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF or email icocasework@ico.org.uk.

Please remember to quote the reference number above in your response.

Yours faithfully

Information Governance