



London Borough of Barnet,
2 Bristol Avenue,
Colindale,
London NW9 4EW
8 October 2019
Our ref: 5678400

Thank you for your request received on 7 October 2019, for the following information:

I am writing under the Freedom of Information Act 2000 to request information about the following questions regarding your authority:

My questions relate to Microsoft Office and Google G-Suite (previously known as Google Apps) software:

- 1. Do you use Microsoft Office, and if so what version(s), Google G Suite, both, or neither? Please specify which.**
- 2. If you use either product suite, have you switched or considered switching from one to the other in the past three years?**
- 3. If you have or are considering a switch, what were the main reasons for switching?**
- 4. If you considered switching, but chose not to, what were the main reasons for not switching?**
- 5. How many people have a council email account?**
- 6. How many staff work within the internal ICT service?**

Under the Freedom of Information Act, I am entitled to a response within 20 working days. Many thanks.

We have processed this request under the Freedom of Information Act 2000.

Response

I can confirm that London Borough of Barnet holds the information you requested.

However, we consider that the following exemptions apply to some of the information requested. The remaining information is not withheld and is below.

I am writing under the Freedom of Information Act 2000 to request information about the following questions regarding your authority:

- 1. Do you use Microsoft Office, and if so what version(s), Google G Suite, both, or neither? Please specify which.***

2. If you use either product suite, have you switched or considered switching from one to the other in the past three years?

3. If you have or are considering a switch, what were the main reasons for switching?

4. If you considered switching, but chose not to, what were the main reasons for not switching?

Capita provide all ICT software on behalf of the London Borough of Barnet, usually under license. Please see Refusal Notice below

5. How many people have a council email account?

3216

6. How many staff work within the internal ICT service?

Staff are employed directly by our contractor, Capita. Please see Refusal Notice below

Refusal Notice

Section 21 of the Freedom of Information Act 2000 applies.

Details of the contract with Capita can be found at:

The information requested is accessible to you via other means. The information is included in our Open Data page at <https://open.barnet.gov.uk/dataset/customer-and-support-group-csg-contract>

Section 21 states the following:

1) Information which is reasonably accessible to the applicant otherwise than under Section 1 is exempt information.

2) For the purposes of subsection (1) –

a. Information may be reasonably accessible to the applicant even though it is accessible only on payment, and

b. Information is to be taken to be reasonably accessible to the applicant if it is information which the public authority or any other person is obliged by or under any enactment to communicate (otherwise than by making the information available for inspection) to members of the public on request, whether free of charge or on payment

Therefore as the Council publish this information, the information is exempt from disclosure under Section 21 of the Act.

Further information

If you are interested in the data that the council holds you may wish to visit Open Barnet, the council's data portal. This brings together all our published datasets and other information of interest on one searchable database for anyone, anywhere to access. <http://open.barnet.gov.uk/>

Advice and Assistance : Direct Marketing

If you are a company that intends to use the names and contact details of council officers (or other officers) provided in this response for direct marketing, you need to be registered with the Information Commissioner to process personal data for this purpose. You must also check that the individual (whom you wish to contact for direct marketing purposes) is not registered with one of the Preference Services to prevent Direct Marketing. If they are you must adhere to this preference.

You must also ensure you comply with the Privacy Electronic and Communications Regulations (PECR). For more information follow this Link www.ico.org.uk

For the avoidance of doubt the provision of council (and other) officer names and contact details under FOI does not give consent to receive direct marketing via any media and expressly does not constitute a 'soft opt-in' under PECR.

Your rights

If you are unhappy with the way your request for information has been handled, you can request a review within the next 40 working days by writing to the Information Management Team at: foi@barnet.gov.uk. Or by post to Information Management Team (FOI) London Borough of Barnet, 2 Bristol Avenue, Colindale, NW9 4EW

If, having exhausted our review procedure, you remain dissatisfied with the handling of your request or complaint, you will have a right to appeal to the Information Commissioner at: The Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF (telephone: 0303 123 1113; website www.ico.org.uk). There is no charge for making an appeal.