London Borough of Barnet,
2 Bristol Avenue,
Colindale,
London NW9 4EW
9 January 2020
Our ref: 5917432

Thank you for your request received on 2 January 2020, for the following information:
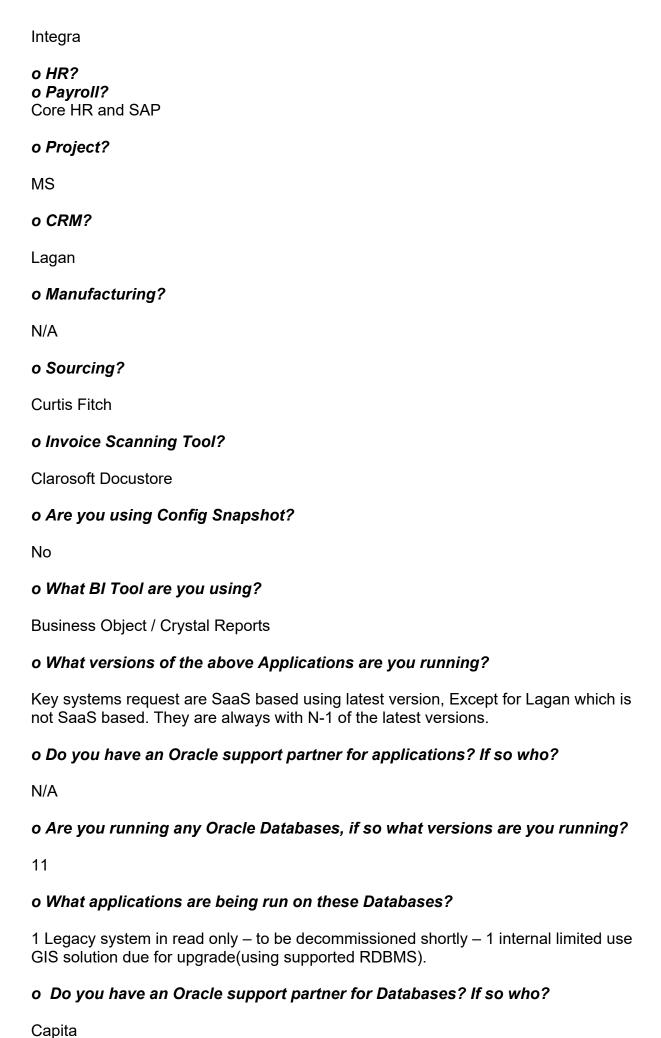
Dear Barnet Borough Council,

o What Applications are you running for:
o Finance?
o HR?
o Payroll?
o Project?
o CRM?
o Manufacturing?
o Sourcing?
o Invoice Scanning Tool?
o Are you using Config Snapshot?
o What BI Tool are you using?

o What versions of the above Applications are you running?
o Do you have an Oracle support partner for applications? If so who?
o Are you running any Oracle Databases, if so what versions are you running?
o What applications are being run on these Databases?
o Do you have an Oracle support partner for Databases? If so who?
o Where are the databases held? Hosted, onsite/offsite?
o If not, how many in-house DBAs do you have?
o Where do you advertise any Oracle and/or SAP procurement opportunities?
o Who is responsible for looking after the contract for the Oracle and/or SAP estate?
o How much do you pay annually for Oracle Support & Maintenance and when does it renew?

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

Response

The council holds the information requested and it is attached/ the answers to your questions are below
o What Applications are you running for:
o Finance?

Integra

o HR?
o Payroll?
Core HR and SAP

o Project?

MS

o CRM?

Lagan

o Manufacturing?

N/A

o Sourcing?

Curtis Fitch

o Invoice Scanning Tool?

Clarosoft Docustore

o Are you using Config Snapshot?

No

o What BI Tool are you using?

Business Object / Crystal Reports

o What versions of the above Applications are you running?

Key systems request are SaaS based using latest version, Except for Lagan which is not SaaS based. They are always with N-1 of the latest versions.

o Do you have an Oracle support partner for applications? If so who?

N/A

o Are you running any Oracle Databases, if so what versions are you running?

11

o What applications are being run on these Databases?

1 Legacy system in read only – to be decommissioned shortly – 1 internal limited use GIS solution due for upgrade(using supported RDBMS).

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

Capita

o Where are the databases held? Hosted, onsite/offsite?

Hosted in Capita DC

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

Information not held

o Where do you advertise any Oracle and/or SAP procurement opportunities?

N/A as not in future plans

o Who is responsible for looking after the contract for the Oracle and/or SAP estate?

N/A as not in future plans

o How much do you pay annually for Oracle Support & Maintenance and when does it renew?

IT outsourced to Capita. The redacted information requested is commercially sensitive, see Redacted information -CSG contract. The contract can be found at the following link   https://open.barnet.gov.uk/dataset/23d3v/customer-and-support-group-csg-contract. The contract is up for renewal in 2023.

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.

o What Applications are you running for: o Finance? o HR? o Payroll? o Project? MS o CRM? Lagan o Manufacturing? N/A o Sourcing? o Invoice Scanning Tool? o Are you using Config Snapshot? NO o What BI Tool are you using? Yes o What versions of the above Applications are you running? Key systems request are SaaS based using latest version, Except for Lagan which is not SaaS based. They are always with N-1 of the latest versions. o Do you have an Oracle support partner for applications? If so who? N/A o Are you running any Oracle Databases, if so what versions are you running? 11 o What applications are being run on these Databases? 1 Legacy system in read only – to be decommissioned shortly – 1 internal limited use GIS solution due for upgrade(using supported RDBMS). o Do you have an Oracle support partner for Databases? If so who? Capita o Where are the databases held? Hosted, onsite/offsite? Hosted in Capita DC o If not, how many in-house DBAs do you have? o Where do you advertise any Oracle and/or SAP procurement opportunities? N/A as not in future plans o Who is responsible for looking after the contract for the Oracle and/or SAP estate? N/A as not in future plans o How much do you pay annually for Oracle Support & Maintenance and when does it renew? Commercially sensitive – IT outsourced to Capita.