



London Borough of Barnet,
2 Bristol Avenue, Colindale,
London NW9 4EW
30 November 2020
Our ref: 6814272

Thank you for your request received on 24 November 2020, for the following information:

Contact details for the following or most senior equivalent roles:

Name

Email

CIO or Director of ICT

IT Operations Manager

IT Strategy Manager

CFO or Director of Finance

Infrastructure Services

Supplier

Contract type and expiry

Details of any software Enterprise Agreement.

Who provides your data centre?

What Software as a Service packages do you use?

**Do you use any public Cloud infrastructure services
(AWS/Azure/Google/UKCloud)?**

Director of Transformation

What primary software systems do you use?

Deployed Systems

Product Name

Vendor

Version

Contract end date

Number of licenses

Human Resources

Housing

Adult Social Care

Children's Social Care

Revenues & Benefits

Contact Centre

Email and Collaboration

What computing devices do you provide for your staff?

Computing Devices

Number of Devices

Operating System version

MS Windows

Apple Mac

Chrome Devices

Android Phones

Apple iPhones

Apple iPads

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 which is available on the Barnet website. The remaining information is not withheld and is below.

Contact details for the following or most senior equivalent roles:

Name

Email

CIO or Director of ICT

IT Operations Manager

IT Strategy Manager

Barry May.

barry.may@barnet.gov.uk

Head of Procurement

Susan Lowe.

Susan.lowe@barnet.gov.uk

C FO or Director of Finance

Anisa Darr

We consider that the absolute exemption set out in Section 21 (Information accessible by other means) applies to the information requested because the information requested is already reasonably accessible elsewhere.

<https://www.barnet.gov.uk/your-council/barnet-council-management-structure>

Infrastructure Services***Supplier******Contract type and expiry******Details of any software Enterprise Agreement.******Who provides your data centre?******What Software as a Service packages do you use?
Do you use any public Cloud infrastructure services
(AWS/Azure/Google/UKCloud)?***

No direct cloud hosting only SaaS

Director of Transformation

We consider that the absolute exemption set out in Section 21 (Information accessible by other means) applies to the information requested because the information requested is already reasonably accessible elsewhere.

<https://www.barnet.gov.uk/your-council/barnet-council-management-structure>

What primary software systems do you use?***Deployed Systems******Product Name******Vendor******Version******Contract end date***

Number of licenses

As per Capita contract.

Barnet has outsourced its services for IT, HR and procurement to Capita. All support and maintenance is with Capita. Details of the contract can be found at:

<https://open.barnet.gov.uk/dataset/customer-and-support-group-csg-contract>

Housing

Adult Social Care

Children's Social Care

Human Resources

Core HR ' provided as a Saas Solution via Capita.

Revenues & Benefits

Contact Centre

Email and Collaboration

The contact centre use LAGAN for Complaints supplied by Capita under the CSG contract

Integra provided by Capita as a SaaS offering.

What computing devices do you provide for your staff?

Computing Devices

Number of Devices

Operating System version

MS Windows

Apple Mac

Chrome Devices

Android Phones

Apple iPhones

Apple iPads

This provision changes according to service need and is proved under the Capita (CSG) contract.

We consider that the absolute exemption set out in Section 21 (Information accessible by other means) applies to the information requested because the information requested is already reasonably accessible elsewhere.

Barnet has outsourced its services for IT, HR and procurement to Capita. All support and maintenance is with Capita Details of the contract can be found at:

<https://open.barnet.gov.uk/dataset/customer-and-support-group-csg-contract>

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.