Thank you for your request received on 8 February 2023, for the following information:

Q1. What applications is your organisation using for the following back-office functions?

Where applicable, please provide the following information for each (please answer using the table below, if possible):

Application Type, Application Vendor/Version*,Contracted Supplier*,Contract end-date

- **ERP**
- **Finance**
- **HR**
- **Payroll**
- **Recruitment**
- **CRM**
- **Contact centre**
- **Robotic process automation (RPA)**

*Please distinguish between the application vendor and the supplier through which the application was procured if they are not the same.

Q2. What applications is your organisation using for the following business areas? Where applicable, please provide the following information for each

Application Type, Application Vendor/Version*, Contracted Supplier*, Contract end-date

- **Revenue and benefits**
- **Housing management**
- **Social care case management**
- **Planning**
- **Library management**
- **Electoral management**
- **Waste management**
- **Election management**
- **Licensing and compliance**

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*Please distinguish between the application vendor and the supplier through which the application was procured if they are not the same.

Q3. Does your organisation use the following Microsoft products?

Product Type, Contracted Supplier, Contract end-date, Total annual contract spend

- Office 365
- Azure

Q4. If your organisation uses Microsoft Office 365, how many total licences do you have? Can you please break this down into the following user types:

License type, Number of licences.

- E1
- E3
- E5

Q5. Can you provide the main names and email contact for the positions below (or for the equivalent role)?

- ICT Procurement manager
- CIO/head of ICT
- Head Of Cloud/Licencing

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

Response

The council holds the information requested and the answers to your questions are below

Q1. What applications is your organisation using for the following back-office functions?

Where applicable, please provide the following information for each (please answer using the table below, if possible):

Application Type, Application Vendor/Version*,Contracted Supplier*,Contract end-date

- ERP N/A
- Finance - Integra
- HR - Core HR
- Payroll - outsourced, please see link
https://open.barnet.gov.uk/dataset/23d3v/customer-and-support-group-csg-contract
- Recruitment N/A
- CRM - Lagan
- Contact centre Teams - AWS Connect
- Robotic process automation (RPA) - N/A

Q2. What applications is your organisation using for the following business areas? Where applicable, please provide the following information for each

- Revenue and benefits - Civica Open Revenues
- Housing management - AAeron - QL
- Social care case management - Liquidlogic LCS & Access Servelec
- Planning - IDOX
- Library management - Capita - Soprano
- Electoral management - Democracy Counts - Elector 8
- Waste management - Agile
- Election management - Democracy Counts - Elector 8
- Licensing and compliance - Idox

Q3. Does your organisation use the following Microsoft products?

- Office 365 - Managed via the Outsourced agreement
- Azure - Managed via the Outsourced agreement

Q4. If your organisation uses Microsoft Office 365, how many total licences do you have? Can you please break this down into the following user types:

License type, Number of licences. - E5 - 3000

Q5. Can you provide the main names and email contact for the positions below (or for the equivalent role)?

- ICT Procurement manager - Part of the Outsourcing Agreement
- CIO/head of ICT - Part of the Outsourcing Agreement
- Head Of Cloud/Licencing - Part of the Outsourcing Agreement

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 Records & Information Management Service, Assurance Group, 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.