

## Request 8304 – ICT Systems

1) A list of all applications used in the Council Tax, Benefits, Revenues and Environmental Health services, including but not limited to those supporting workflows, case files, CRM, team integration and joint working, document and archival and retrieval, and internal and external communications.

2) And for each of these applications:

- All documents, notes, memos, manuals, handbooks, references, processes, procedures and guidelines and where available, source codes relating in anyway to the requirements, definitions, specifications, architecture, implementation, setup, configuration, administration and operation of that application and the systems and infrastructure that support it, including but not limited to:

- Servers, end-user workstations and networking provision.

- Backup and archival mechanisms

- Details of all executables and data that comprise the application including but not limited to:

- The details of all databases, including but not limited to:

- The structure and layout of all their tables.

- The definitions of all their columns

- All associated triggers, views and stored procedures:

The details of all auxiliary data files including, but not limited to:

- Type of contents

- Formats

- Rules for naming, creation, deletion and modification

- The details of all server file systems and their layout and the specifications of the contents

- Any code of documentation or any intranet pages.

- Any internal or external API's or user interfaces or services open to or offered by the application.

In short, I want access to the entire library of ICT information maintained by SCDC and 3C ICT shared services about their systems and applications. To assist in the prioritisation of this access.

## Response

1. A list of all applications used in the Council Tax, Benefits, Revenues and Environmental Health services

Including but not limited to those supporting workflows, case files, CRM, team integration and joint working, document and archival and retrieval, and internal and external communications.

### Council tax/Benefits/Revenues

- Civica Open Revenues and WorkFlow (OPENPortal and OPENChannel)
- Capita Open Housing migrating onto Orchard Housing,
- Locta
- Capita Payment Management – Income Management and payment solutions
- T1
- Information@Work/Anite

### Environmental Health services

- Lalpac
- Northgate M3

2. And for each of these applications: All documents, notes, memos, manuals, handbooks, references, processes, procedures and guidelines and where available, source codes relating in anyway to the requirements, definitions, specifications, architecture, implementation, setup, configuration, administration and operation of that application and the systems and infrastructure that support it, including but not limited to: - Servers, end-user workstations and networking provision. - Backup and archival mechanisms - Details of all exectables and data that comprise the applicationm including but not limited to: - The details of all databases, including but not limited to: - The structure and layout of all their tables. - The definitions of all their columns - All associated triggers, views and stored procedures: The details of all auxiliary data files including, but not limited to: - Type of contents - Formats - Rules for naming, creation, deletion and modification - The details of all server file systems and their layout and the specifictaions of the contents - Any code

of documentation or any intranet pages. - Any internal or external API's or interfaces or services open to or offered by the application.

In short, I want access to the entire library of ICT information maintained by us and 3C ICT shared services about their systems and applications. To assist in the prioritisation of this access. (Please see attached letter in pdf)

Application support and manuals are provided via the application help desks and on line portals provided by the third party suppliers – they are not formally 'held' by the council, but are part of a contractual relationship with the suppliers.

We find that exemption Section 43(2) – Commercial interests applies to this information and decline to provide it to you. Section 43(2) is a qualified exemption which requires the application of a public interest test to see whether it is reasonable to make any disclosure.

Firstly any disclosure made under the Freedom of Information Act must be considered to be to the public at large. The material you have asked for will relate to contractual obligations the Council has with the third party suppliers of the systems it uses. These are current live contracts and disclosure of material concerning the detailed functioning of these systems would risk damaging the commercial interests of the suppliers and the Council. It is not in the public interest to damage or jeopardise the relationships the Council has with its suppliers, and certainly not in the public interest to breach any contractual obligation the Council may have with its suppliers. Therefore, we consider the exemption Section 43(2) commercial interests applies in this instance.

We appreciate you will be disappointed in this response, but hope your explanation is helpful to you.