



Defence Electronics &  
Components Agency

Defence Electronics & Components Agency  
Building 15  
Welsh Road  
Deeside  
Flintshire  
CH5 2LS

Ref. FOI2018/10332

Telephone [REDACTED]  
E-mail: [REDACTED]

[REDACTED]  
20 August 2018

Dear [REDACTED]

I am writing in response to your email dated 3 August 2018. I am treating your correspondence as a request for information under the Freedom of Information Act 2000 (FOIA)

In response to your queries, I have completed a search for the information within the Defence Electronics & Components Agency (DECA), and I can confirm that **we hold the information in scope of your request**. For ease, I have answered each of your questions below in red

*I am writing to you today to request information on the progress you have made towards the Digital Strategy, originally published in 2012.*

*I would be grateful if you could respond to the following questions relating to the way in which you receive and process inbound communications:*

1.) **Do you currently operate a Digital Mailroom** ( definition; the process of scanning inbound physical mail on arrival at your premises);

- Yes
- No
- We do not receive any physical mail

**No**

2.) **If you do operate a Digital Mailroom, is it an outsourced service or managed internally**

*Yes this is outsourced;*

- *What is the name of your provider?*
- *What is the length and end date of this contract?*
- *Are you provided with staff onsite or is post re-directed to the supplier's facility?*

**N/A**

*If Managed Internally:*

- *Will you be looking to outsource this service in the future?*
- *How many full time employees manage the operation*

**N/A**

**No, we do not operate a Digital Mailroom**

3) **If you are considering outsourcing this service, when do you expect to start this project?**

*No Plans, Within 6 months, Within 12 months, Within 18 months, Within 24 months*

**No Plans**

4) **How many physical mail items do you process on a daily basis?**

- a. Under 100 mail items per day
- b. Between 101-250 per day
- c. 250-500 per day
- d. 500-1000 per day
- e. <1000 per day

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5) **If you do plan to implement a Digital Mailroom how will you manage the procurement?**

- OJEU: Yes/No

N/A

- Framework: Yes/No

N/A

If yes: Which framework will you use?

N/A

- Procurement stage already completed: Yes/No

N/A

We will not be implementing this service.

6) **If you already digitise your post, how do you host and share your images?**

- EDMS (Electronic Document Management System): Yes/No

N/A

If yes: Which EDMS do you use and what is the length of the contract/licence for this service?

N/A

- Shared drives: Yes/No

N/A

- Online portal: Yes/No

N/A

If yes: What online portal does your organisation currently use and what is the length of the contract/licence for this service?

N/A

- Other:

N/A

7) **Who is the person responsible at your organisation for Digital Transformation projects of this type and their contact information?**

If unable to provide an individual's name, please provide full job title and name of the department in which the individual is based.

Head of IS & BSS

DECA IS Department

If you are not satisfied with this response or you wish to complain about any aspect of the handling of your request, then you should contact me in the first instance. If informal resolution is not possible and you are still dissatisfied then you may apply for an independent internal review by contacting the Information Rights Compliance team, Ground Floor, MOD Main Building, Whitehall, SW1A 2HB (e-mail [CIO-FOIHR@mod.uk](mailto:CIO-FOIHR@mod.uk)). Please note that any request for an internal review must be made within 40 working days of the date on which the attempt to reach informal resolution has ended.

If you remain dissatisfied following an internal review, you may take your complaint to the Information Commissioner under the provisions of Section 50 of the Freedom of Information Act. Please note that the Information Commissioner will not investigate your case until the MOD internal review process is complete. You can find further details of the role and powers of the Information Commissioner on the Commissioner's website, <https://ico.org.uk/>.

Regards

[Redacted signature]