



Department
for Environment
Food & Rural Affairs

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By email: [REDACTED]

Our ref: RFI 6213

11 February 2014

Dear [REDACTED]

REQUEST FOR INFORMATION: Oracle EBS, ERP, Financial, HR IT Systems

Thank you for your request for information about Oracle EBS, ERP, Financial, HR IT Systems, which we received on 23rd January 2014. We have handled your request under the Freedom of Information Act 2000 (FOIA).

Following careful consideration, we have decided not to disclose some of this information.

The information which can be disclosed in response to your questions is as follows:

Q1: Does the organisation use Oracle E-Business Suite (EBS) or any oracle ERP software? How many users are using EBS?

- Defra's Joint Venture Partner, Shared Services Connected Limited (SSCL), provides support for circa 1570 Oracle professional users and circa 12,000 self service users

Q5: Do you currently outsource your Oracle EBS upgrade/patching projects/services and to which supplier?

- IBM provides this service as part of the ICT Outsource contract that provides ICT Services to Defra

Q6: What is the value of the contract and when does the contract expire?

- The total value of the IBM Outsource contract is forecast at around £80m per annum and expires in January 2018.

Q7: Who is the person responsible for the Oracle EBS system - please provide full name, title and contact information (if possible)?

- The person accountable for the system at this present time is Head of System Support & Development team, Miss Beth Cameron. Her email address is: Bethany.cameron@defra.gsi.gov.uk

The remainder of the information requested is being withheld as it falls under the exemptions in sections 24 (national security) and 31(1)(a) (crime prevention) of the FOIA.



In applying these exemptions, we have had to balance the public interest in withholding the information against the public interest in disclosure.

We recognise that there is a public interest in the disclosure of information concerning the IT systems used in government, and which versions are operated.

On the other hand, there is a strong public interest in withholding the information because, for the exemption under section 24, it would not be in the interest of the UK's national security for Defra to provide details of the version in use, as this may assist in the planning of any attempt to attack the system. Providing the date of the latest upgrade and the timetable for future upgrades may also assist in planning the timing and means of attack. As any attempt to hack into an IT system is a criminal offence, there is also a strong public interest in withholding the information because, for the exemption under section 31(1)(a), the prevention of crime would be prejudiced because by knowing the version in use and the timetable for updates, a criminal may deduce whether there is a vulnerability in the system that they are able to attack.

Therefore, we have concluded that, in all the circumstances of the case, the information should be withheld.

In keeping with the spirit and effect of the FOIA, and in keeping with the government's Transparency Agenda, all information is assumed to be releasable to the public unless exempt. Therefore, the information released to you will now be published on www.gov.uk together with any related information that will provide a key to its wider context. Please note that this will not include your personal data.

I attach Annex A, which explains the copyright that applies to the information being released to you.

I also attach Annex B giving contact details should you be unhappy with the service you have received.

If you have any queries about this letter, please contact me.

Yours sincerely


Email: is.communications@defra.gsi.gov.uk

Annex A

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Annex B

Complaints

If you are unhappy with the service you have received in relation to your request you may make a complaint or appeal against our decision under section 17(7) of the FOIA or under regulation 18 of the EIRs, as applicable, within 40 working days of the date of this letter. Please write to Mike Kaye, Head of Information Standards, Area 4D, Nobel House, 17 Smith Square, London, SW1P 3JR (email: requestforinfo@defra.gsi.gov.uk) and he will arrange for an internal review of your case. Details of Defra's complaints procedure are on our [website](#).

If you are not content with the outcome of the internal review, section 50 of the FOIA and regulation 18 of the EIRs gives you the right to apply directly to the Information Commissioner for a decision. Please note that generally the Information Commissioner cannot make a decision unless you have first exhausted Defra's own complaints procedure. The Information Commissioner can be contacted at:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF