We were asked:

Q1. As a percentage, how much of the department's total software development is created externally by a 3rd party?

Q2. As a percentage, of all the software that is developed by a third party externally;
- How much do you deploy and manage using your own IT systems?
- How much is managed by the third party as a service to your department (either front or back-office)?

Q3. As a figure in GBP (£), how much money did the department spend in the last 12 months on outsourcing software development?

Q4. Do you have any specific Service Level Agreement metrics around the number of bugs, or errors that are acceptable in a given piece of software when it returns from the outsourcers? If so, please give detail of these metrics

Q5. How do you measure the quality of the software when it returns from the outsourcers? e.g. deep testing, Application Programme Interface (API) effectiveness, memory load balancing. Please give detail, or advise if no measurement takes place

We replied:

A. The Wales Office uses IT services supplied under Ministry of Justice contracts, and we do not hold IT contracts in our own right. You may therefore wish to ask the Ministry of Justice about the contracts it holds in relation to software development.