



Foreign &
Commonwealth
Office

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FREEDOM OF INFORMATION ACT 2000 REQUEST REF: 0043-14

Thank you for your email of 11th January asking for information under the Freedom of Information Act (FOIA) 2000. You asked the following:

- *As a percentage, how much of the department's total software development is created externally by a 3rd party?*
- *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)?*
- *As a figure in GBP (£), how much money did the department spend in the last 12 months on outsourcing software development?*
- *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*
- *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*

I am writing to confirm that we have now completed the search for the information which you requested.

I can confirm that the Foreign and Commonwealth Office (FCO) does hold information relevant to your request.

Where you refer to software developed by a third party we have interpreted this to mean software developed for the FCO rather than commercially available packages such as Microsoft Outlook or Excel.

The FCO does not develop or outsource development of any software, we are therefore unable to provide answers to your questions about spend, metrics or quality of outsourcing software development.

The FCO uses Commercial off the Shelf (COTS) applications (e.g. Microsoft SharePoint or ORACLE) which are tailored to FCO requirements as needed; this is a standard industrial practice. Tailoring of COTS packages is carried out by approved third parties.

All software applications are deployed using FCO internal ICT systems.

In keeping with the spirit and effect of the FOIA, all information is assumed to be releasable to the public unless it is exempt. The information we have supplied to you may now be published on our website together with any related information that will provide a key to its wider context.



We keep and use information in line with the Data Protection Act 1998. We may release this personal information to other UK government departments and public authorities.