

Safe roads, reliable journeys, informed travellers

Our ref: 710,690

Your ref:

[REDACTED]  
Lateral

Leeds

LS11 9AT

Mr [REDACTED]

via e-mail

mailto: [REDACTED]

26 September 2014

Dear Mr [REDACTED]

## **FREEDOM OF INFORMATION REQUEST**

Thank you for your Freedom of Information request regarding the ICT Audit Requests.

1. *Since 1 January 2013, has any software company exercised their contractual rights to, or otherwise requested, an audit of the use of their software in your organisation?*

The Highways Agency has received one request in that time period. However, the Audit did not take place due to the software company aborting the exercise.

2. *Was the request made in 2013 or 2014?*

The request was made in 2013.

3. *Did they use an external consultant or license management company to carry out such audit?*

*If so, which company:*

- a. *License Management Services*
- b. *Other (please specify)*

No audit took place

4. *Did the audit result in a demand in respect of:*
  - a. *Under-licensing; and/or*
  - b. *Arrears of support and maintenance?*

No audit took place

5. *Did your organisation negotiate with the software vendor to reduce the figure?*

No audit took place

6. *If so, what %ge reduction was obtained from the vendor's first demand:*
- a. *None*
  - b. *1-10%;*
  - c. *11-25%*
  - d. *26-50%*
  - e. *More than 50%?*

No audit took place

7. *If any payment was made to regularise the situation, was the amount:*
- a. *Zero*
  - b. *Less than £50,000*
  - c. *£50,000 to £100,000*
  - d. *£100,00 to £250,000*
  - e. *£250,000 to £500,000*
  - f. *£500,000 to £1m;*
  - g. *£1m to £2m;*
  - h. *£2m to £5m*
  - i. *Above £5m?*

a. Zero payment made

8. *Was the software vendor involved:*

- a. *Oracle*
- b. *SAP*
- c. *SAS*
- d. *PeopleSoft;*
- e. *IBM*
- f. *Microsoft;*
- g. *Sybase*
- h. *Adobe*
- i. *Other? (please specify)*

i. Other: Attachmate

9. *In dealing with the software vendor, did your organisation rely on:*

- a. *In-house counsel*
- b. *External solicitors;*
- c. *A firm of accountants;*
- d. *License management specialists*
- e. *Other consultants*
- f. *None of the above.*

f. None of the above. The Highways Agency's in house ICT team handled dealing with the vendor.

10. *What is:*

- a. *The name of your CTO/CIO; and*

b. *The email address of your CTO/CIO?*

Stephen Dauncey is the Director of Finance and Business Services and he and his staff hold those equivalent roles. He can be contacted via the Highways Agency Information Line (HAIL): <http://www.highways.gov.uk/about-us/contact-us/>

In keeping with the spirit and effect of the legislation, all information is assumed to be releasable to the public unless exempt. We may therefore be publishing the information you requested, together with any related information that will provide a key to its wider context, via our website: <http://www.highways.gov.uk/>

If you are unhappy with the way we have handled your request you may ask for an internal review. Our internal review process is available at <http://www.highways.gov.uk/foiresponses/FOIresponses/8024.aspx>.

If you require a print copy, please phone the Highways Agency Information Line on 0300 123 5000; or e-mail [ha\\_info@highways.gsi.gov.uk](mailto:ha_info@highways.gsi.gov.uk) . You should contact me if you wish to complain.

If you are not content with the outcome of the internal review, you have the right to apply directly to the Information Commissioner for a decision. The Information Commissioner can be contacted at:

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

If you have any queries about this letter, please contact me. **Please** remember to quote the reference number above in any future communications.

Yours sincerely

A black rectangular redaction box covering the signature of the sender.