



Our ref: 736575
Your ref:

██████████
Via Email
██

Tony Malone
Chief Information Officer
Highways England
Bridge House
1 Walnut Tree Close
Guilford
GU1 4LZ

19 May 2016

Dear ██████████

FREEDOM OF INFORMATION REQUEST

Thank you for your Freedom of Information request dated 31 March 2016 regarding Highways England's ERP systems.

Please find the answers to your questions below:

1. What Applications are you running for:

Q. Finance?

A. Oracle E-Business Suite

Q. HR?

A. Shared Services SAP Software

Q. Payroll?

A. Shared Services SAP Software

Q. Project?

Oracle E-Business Suite

Q. CRM?

A. N/A

Q. Manufacturing?

A. N/A

Q. Sourcing?

A. Bravo Solutions and Award

Q. Invoice Scanning Tool?

A. We have assumed that this relates to Optical Character Recognition in which case the answer is 'None'.

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Q. Are you using Config Snapshot?

A. No

Q. What BI Tool are you using?

A. With relation to the Oracle SfM applications s we use Oracle Discoverer. Whilst this is a discontinued product it would be regarded as being related to BI.

2. What versions of the above Applications are you running?

Oracle E-Business Suite release 11.5.10

Award - Version 5

Bravo - Version BA16

3. When was your last Application upgrade?

Oracle upgrade 2012

Award - Circa May 2014

Bravo - March 2016

4. Are you planning another upgrade in the next 12-18 months?

Oracle - Yes, currently underway

Award - Yes, move to Version 6 by Oct 16.

Bravo - Yes, another upgrade is planned in 12-18 months' time.

5. Do you have an Oracle support partner for applications? If so who?

Yes, Atos for e-Business suite. Oracle ERP Cloud for the ongoing upgrade. Additionally we have a support agreement with Oracle paid on an annual basis. The National Traffic Information Service have appointed Network Information Services Ltd to provide a number of services of which Oracle provision is one

6. What kind of support is included in the contract (functional/technical/etc.?)

Atos support the current applications both technically and functionally.

Network Information Services Ltd manage the individual technology items on behalf of Highways England and this will include technical and functional support

7. What is the value of the application support contract?

The value of the Oracle support contract is not relevant as we are off boarding from our current licence based model to Oracle's ERP Cloud service. With the Cloud service you pay for what you use as a service charge, there is effectively no support charge as it is implicit that they provide a service.



Network Information Services Ltd are paid a monthly fee for the provision of these services and it is not possible to separate the individual costs from the monthly fee.

8. When does it expire?

The contract will continue until the business has successfully migrated and bedded in to the Oracle ERP cloud platform.

Network Information Services Ltd, 30th April 2018

9. Are you running any Oracle Databases?

Yes.

10. If so, what versions are you currently running?

For business ICT we have 13 database servers running Oracle versions 9.2, 10g R1, 10g R2 and 11g R2. For the SfM (ERP) suite we are running an 11g database.

Under the National Traffic Information Service Agreement there are 14 databases operated by Network Information Services Ltd running versions 1.0 2.1

11. What applications are being run on these Databases?

For SfM (ERP) we are running the Oracle ERP suite of applications.

Network Information Services Ltd run Oracle Data Integrator Enterprise Edition 12 Processor, Oracle Database Enterprise Edition, Oracle Partitioning, Oracle Real Application Clusters and Oracle Spatial.

12. Are you planning another Database upgrade in the next 12-18 months?

The business is currently undertaking a project to migrate to the Oracle ERP cloud.

13. Do you have an Oracle support partner for Databases? If so who?

Atos support the SfM (ERP) suite. Once we have upgraded to the Oracle ERP Cloud then we will be paying for a service, in that sense Oracle is our partner.

National Traffic Information Services service supplier is Network Information Services Ltd which provide a range of services which include Oracle

14. What is the value of the database support contract?

As part of its commitment to transparency Highways England publish all of its contracts on Gov. U link here: <https://www.contractsfinder.service.gov.uk/Search>

15. When does it expire?

The contract will continue until the business has successfully migrated and bedded in to the Oracle ERP cloud platform.

Network Information Services Ltd, 30th April 2018

16. Where are the databases held? Hosted onsite/offsite?

In the case of the SfM (ERP) database this is held offsite in Atos's datacentre.

Network Information Services Ltd, off site

17. If not, how many in-house DBAs do you have?

N/A

18. Where do you advertise any Oracle procurement opportunities?

Oracle Procurement opportunities are progressed through the usual public sector procurement routes.

19. Who is responsible for looking after the contract for the Oracle estate?

Robert Greaves

National Traffic Information Service; Steve Crosthwaite

20. Who is responsible for looking after the licenses for the Oracle estate?

Robert Greaves

National Traffic Information Service; Steve Crosthwaite

21. How much do you pay annually for Oracle Support & Maintenance?

It is not possible to break down the values that relate specifically to support and maintenance in the Oracle / service agreements or where the agreement includes Oracle as part of a number of provided services. However, as part of its commitment to transparency Highways England publish all of its contracts on Gov. UK link here: <https://www.contractsfinder.service.gov.uk/Search>

22. When does this contract renew?

In the case of SfM (ERP) given that we are upgrading the question does not apply.

23. Do you work with off-shore partners?

No

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:

<https://www.gov.uk/government/organisations/highways-england/about/complaints-procedure>

If you require a print copy of the process, please phone the Information Line on 0300 123 5000; or e-mail info@highwaysengland.co.uk. I would be grateful if you would contact me if you wish to have an internal review.

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

Should you have any queries about this letter, please contact me. Please quote our reference number above in any future communications.

Yours sincerely

Tony Malone

Digitally signed by Tony Malone
DN: cn=Tony Malone, o=Highways England,
ou=Information Technology Directorate,
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Chief Information Officer
Highways England