



Ministry
of Defence

Ministry of Defence
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Ref. FOI2015/11769

E-mail: ISS-SecretariatGpMbx@mod.uk

[REDACTED]

[REDACTED]

21 January 2016

Dear [REDACTED]

FREEDOM OF INFORMATION REQUEST

Thank you for your email of 20 December 2015 requesting the following information:

"I should like to request the following information: the structure of the department's IT division including, but not limited, to its hierarchy, teams sizes and contract/permanent split. I would also like to request information on whether the development team uses Java or Microsoft programming language, and if Microsoft Dynamics is used as a CRM system and if so, which version."

I am treating your correspondence as a request for information under the Freedom of Information Act 2000.

I am aware that you have requested the same information from the United Kingdom Hydrographic Office (UKHO) and I can confirm that part one of this response relates directly to the UKHO.

I note that this request is a repeat of your previous request reference FOI2015/08324 to which I responded seeking clarification on 28 September 2015. Generally, a repeated request attracts a section 14(2) response. However, on this occasion I am going interpret "IT division" to mean Information Systems and Services (ISS) and this information is provided in part 2 of this response.

Part 1:

The UKHO has provided a breakdown of it's IT division staff as depicted below:

Team	Permanent	Contractor	Intern/ temp	Total
Head of Technology Operations	1	0	0	1
Technology Operations	0	2	0	2
SAP Competency Team	4	3	0	7
Delivery and Capability	7	1	1	9
Configuration Management	3	0	0	3
Strategy and Development	3	0	0	3
Service Transition	1	0	0	1
Sharepoint	3	1	0	4
Project Team	0	1	0	1
Technology Core Services Group	1	0	0	1
SAP Basis Group	3	0	0	3
IT Security and Accreditation	2	0	0	2
Infrastructure Servers & Storage Team	9	5	0	14
Networks & External Comms Management	4	0	0	4
Oracle DBA	3	1	0	4
Technology Service Desk	7	0	0	7
PSCT Team	2	0	0	2
HDB & CARIS Technical Support	6	0	0	6
Service Request Team	6	0	1	7
2nd Line Incident Team	4	0	1	5
Software Engineering & Development	1	0	0	1
System Development and Support	5	1	1	7
Project Management	3	0	0	3
Testing & QA Team	3	0	0	3
Solution Architecture	4	2	1	7
Enterprise Architecture	4	0	0	4
System Development	1	0	0	1
SDRA Technical Support	4	0	0	4
	94	17	5	116

Under separate cover within the email correspondence, please find an hierarchical organisational chart for the UKHO.

Microsoft Dynamics is used as a CRM system within the UKHO as are Microsoft programming languages.

Part 2:

Please be advised that unlike UKHO, ISS employs functional resource management and therefore the breakdown of staff is by function as opposed to job role.

ISS Breakdown by function:

Function	Contractor	Permanent	Total
Architecture	4	90	94
Business Management & Corporate Services	8	230	238
Customer Management	1	318	319
Engineering		170	170
Finance	1	98	99
Information Assurance	8	109	117
Knowledge & Information Management	1	42	43
Logistics		25	25
Operational Support	1	197	198
Portfolio, Programme & Project Management	60	570	630
Senior Management	3	24	27
Strategy		11	11
Technical Service Management & Provision	5	340	345
SANGCOM		57	57
TOTAL	92	2281	2373

Microsoft Dynamics is not used as a CRM system within ISS. However Microsoft programming languages are used.

Information Systems and Services delivers information services to the MOD that are a force multiplier.

If you are not satisfied with this response or you wish to complain about any aspect of the handling of your request, then you should contact me in the first instance. If informal resolution is not possible and you are still dissatisfied then you may apply for an independent internal review by contacting the Information Rights Compliance team, 1st Floor, MOD Main Building, Whitehall, SW1A 2HB (e-mail CIO-FOI-IR@mod.uk). Please note that any request for an internal review must be made within 40 working days of the date on which the attempt to reach informal resolution has come to an end.

If you remain dissatisfied following an internal review, you may take your complaint to the Information Commissioner under the provisions of Section 50 of the Freedom of Information Act. Please note that the Information Commissioner will not investigate your case until the MOD internal review process has been completed. Further details of the role and powers of the Information Commissioner can be found on the Commissioner's website, <http://www.ico.org.uk>.

Yours sincerely,

Information Systems and Services (ISS) Secretariat