



Foreign &
Commonwealth
Office

Knowledge and Technology Directorate
Foreign and Commonwealth Office
King Charles Street
London SW1A 2AH

Website: <https://www.gov.uk>

11 May 2016

Dear

FREEDOM OF INFORMATION ACT 2000 REQUEST REF: FOI 0394-16

Thank you for your email of 12 April asking for information under the Freedom of Information Act (FOIA) 2000. You asked:

What Applications are you running for:

Finance?

HR?

Payroll?

Project?

CRM?

Manufacturing?

Sourcing?

Invoice Scanning Tool?

Are you using Config Snapshot?

What BI Tool are you using?

What versions of the above Applications are you running?

When was your last Application upgrade?

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

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

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

What is the value of the application support contract?

When does it expire?

Are you running any Oracle Databases?

If so, what versions are you currently running?

What applications are being run on these Databases?

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

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

What is the value of the database support contract?

When does it expire?

Where are the databases held? Hosted, onsite/offsite?

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

Where do you advertise any Oracle procurement opportunities?

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

Who is responsible for looking after the licenses for the Oracle estate?
 How much do you pay annually for Oracle Support & Maintenance?
 When does this contract renew?
 Do you work with off-shore partners?

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 some information relevant to your request. Our answers are as follows:

What Applications are you running for:	
<i>Finance; HR; Payroll; Project; CRM?</i>	There is no CRM system at the FCO. HR, Finance and Payroll are all elements of the ERP. The software we use is Oracle E-Business Suite and it is supplied by Oracle
<i>Manufacturing?</i>	Not Applicable
<i>Sourcing?</i>	Not Applicable
<i>Invoice Scanning Tool?</i>	We use Omnipro on our centrally managed system
<i>Are you using Config Snapshot?</i>	We do use Oracle Databases which perform the functions listed above. We are withholding further information under Section 24 (1) (National Security) of the Freedom of Information Act and Section 31(1) (a) of the Act (law enforcement) which covers all aspects of the prevention and detection of crime.
<i>What versions of the above Applications are you running?</i>	
<i>When was your last Application upgrade?</i>	
<i>Are you planning another upgrade in the next 12-18 months?</i>	
<i>Do you have an Oracle support partner for applications? If so who?</i>	
<i>What kind of support is included in the contract (functional / technical/etc.?)</i>	
<i>What is the value of the application support contract?</i>	
<i>When does it expire?</i>	
<i>Are you running any Oracle Databases?</i>	
<i>If so, what versions are you currently running?</i>	
<i>What applications are being run on these Databases?</i>	
<i>Are you planning another Database upgrade in the next 12-18 months?</i>	
<i>Do you have an Oracle support partner for Databases? If so who?</i>	
<i>What is the value of the database support contract?</i>	The annual value of Oracle licences is £2.4m
<i>When does it expire?</i>	Licenses are purchased via a Memorandum of Understanding signed between Oracle and the Cabinet Office. This contract expires in March 2018

<i>Where are the databases held? Hosted, onsite/offsite?</i>	We are withholding further information under Section 24 (1) (National Security) of the Freedom of Information Act and Section 31(1) (a) of the Act (law enforcement) which covers all aspects of the prevention and detection of crime.
<i>If not, how many in-house DBAs do you have?</i>	
<i>Where do you advertise any Oracle procurement opportunities?</i>	All procurement of Oracle products is carried out using the Memorandum of Understanding as agreed with Crown Commercial Services of the Cabinet Office.
<i>Who is responsible for looking after the contract for the Oracle estate?</i>	Our FCO ICT Category Team (Applications) is responsible for looking after the agreement with Oracle for their contract with the FCO.
<i>Who is responsible for looking after the licenses for the Oracle estate?</i>	Our FCO ICT Category Team (Applications) is responsible for looking after the agreement with Oracle for their licences on the FCO Estate.
<i>How much do you pay annually for Oracle Support & Maintenance?</i>	FCO pays £2.1m for its second and third line support and maintenance to Cap Gemini.
<i>When does this contract renew?</i>	The call-off contract started in Quarter 3 2015 and expires in Quarter 3 2017
<i>Do you work with off-shore partners?</i>	No

Both exemptions used above (section 24 and 31) are qualified exemptions, which means they are subject to a public interest test.

Under Section 24 (1) we consider that disclosure would not be in the interest of the UK's national security. Disclosing details about the applications we use could allow individuals to assess the strength of our defences. The public interest arguments against disclosure under Section 31 (1) (a) are similar. Any attempt to hack into an IT system is a criminal offence. Disclosing this information could aid a criminal who was intent on launching an attack on the Department's ICT systems and could expose the FCO to potential threats such as targeted e-crime.

We acknowledge the public interest in openness and transparency. However, for the reasons outlined above we have concluded that the balance of public interest favours withholding this information.

Once an FOI request is answered, it is considered to be in the public domain. To promote transparency, we may now publish the response and any material released on gov.uk in the [FOI releases](#) section. All personal information in the letter will be removed before publishing.

Yours sincerely,

Knowledge and Technology Directorate



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.