

Freedom of Information Request

FOI/AH/15/62

OISC AND IT

20 December 2015

Dear FOI officer,

I should like to request the following information: the structure of the organisation's IT department 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 should prefer to receive these in electronic format at this email address, however, I am happy to receive them by post if that is more convenient.

It would be helpful if you were to provide any brief notes which might be necessary to understand the context of the information provided, although I recognise that you are not obliged to do this.

If for any reason you feel this request is unclear, please do not hesitate to contact me at [REDACTION]. If you are not the appropriate authority for this request, or for part of it, please let me know as soon as is convenient.

If the information requested contains sections of confidential information, please blank out or remove these sections, and mark clearly that they have been removed.

Thank you for your help.

Kindest regards,

RESPONSE

13 January 2016

Dear,

I write further to your e-mail of 20 December 2015 in which you request information about the structure of the OISC's IT Department and what software is used by them.

I am the OISC's Information Officer and it is my responsibility to reply to enquiries such as

yours.

I have attached a copy of Chapter 2 of the OISC's annual report 2014-2015, which sets out the OISC's organisational structure and provides details on what each team does. I have also attached an updated document highlighting the current organisational structure of the OISC, to reflect changes made to the organisational structure after the annual report 2014-2015 was published. Please note that both documents are accessible to you as they are already in the public domain and are contained on the OISC's website at <https://www.gov.uk/government/organisations/office-of-the-immigration-services-commissioner>.

I can confirm that the OISC developers (who are not part of the IT Department) use Microsoft programming languages, Microsoft Dynamics is not used, and therefore the version is "not applicable".

If you are dissatisfied with the handling of your request, you have the right to ask for an internal review. Internal review requests should be submitted within two months of the date of receipt of the response to your original request. Please quote the above reference number in any request for 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. Details on how to do this are on his website at <http://ico.org.uk/>.

Kind Regards

For and on behalf of the Office of the Immigration Services Commissioner



Chapter 2: The Organisation

The Commissioner's Office

The Commissioner's Office consists of the Immigration Services Commissioner, Suzanne McCarthy, the Deputy Immigration Services Commissioner, Ian Leigh, and their administrative support.

The Operational Teams

Six separate, but interlinked, teams perform the OISC's regulatory functions, led by the Director of Operations.

a. The Compliance and Complaints Teams and the Operational Services and Support Team

Led by the Head of Operational Regulation, the members of the two Compliance and Complaints Teams (CCT) come from a variety of backgrounds across the private, public and voluntary sectors.

The teams' caseworkers have primary responsibility for the delivery of the OISC's regulatory and complaints functions, and their main focus is ensuring continued compliance with the Commissioner's Code and Rules. They conduct premises audits and investigate complaints made against regulated advisers. They are the main point of contact for regulated advisers.

The Operational Services and Support Team provides administrative support to the CCT, as well as having responsibility for updating the information on the OISC's database, responding to advisers' questions on the Commissioner's Code and Rules and OISC internal policy. In addition, it monitors adviser compliance with the OISC's Continuing Professional Development (CPD) requirements and administers the CPD programme.

b. The Applications and First Contact Team

The Applications and First Contact Team (AFCT) has responsibility for dealing with enquiries from the public, regulated advisers and those considering joining the scheme. It also has responsibility for the initial handling of applications to enter the scheme, and takes final decisions on the more straightforward applications. AFCT also has responsibility for co-ordinating the OISC Competence Assessment process including facilitating its test centres, and administers Disclosure and Barring Service checks on behalf of the Office.

c. The Intelligence and Investigations Team

The Intelligence and Investigations Team seeks out and investigates, alone or jointly with other UK investigative bodies, allegations of unregulated immigration advice or services activity. As part of this work the Team leads on the prosecution of specific OISC offences before the criminal courts. The Team considers and disseminates intelligence received from various sources on prospective and regulated advisers and possible illegal activities.


d. The Legal Team

This Team provides general legal advice to the Office and oversees the conduct of cases in the civil courts and tribunals, and assists the Commissioner in fulfilling her oversight regulation of the Designated Professional Bodies (DPBs) (see separate report on the DPBs at page 91).


OISC Management

	Suzanne McCarthy Immigration Services Commissioner
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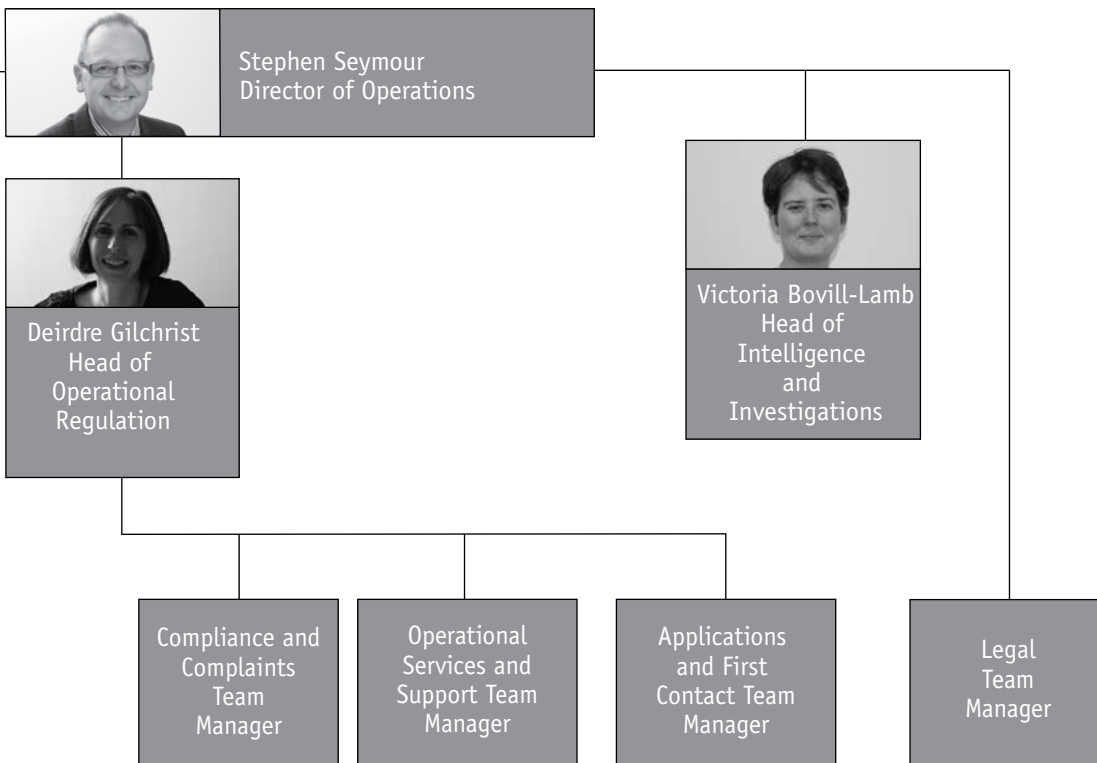
	Dr Ian Leigh Deputy Immigration Services Commissioner
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Bose Obanobi Head of Finance


Larry Rush Head of Human Resources and Facilities


Paul Yates Head of Information and Communications Technology (ICT)


Clyde James Head of Policy, Publications and Stakeholders (PPS)



The Corporate Support Service Teams

1. The Finance Team

The Finance Team is responsible for the preparation of the OISC's annual phased budget, the production of monthly management accounts, the monitoring of actual spend against budget, the forecasting for full year spend and liaising with external and internal stakeholders including auditors.

The Head of Finance provides support to the OISC's Audit and Risk Assurance Committee, and has responsibility for asset management. She liaises with the OISC's Sponsor Unit in relation to general finance and other audit issues. She represents the OISC at Home Office working groups concerned with financial reporting matters and risk improvement forums

Other specific responsibilities of this Team include maintenance of the OISC's accounting records, creditor payments, administering payroll and staff expenses, production of the OISC's annual accounts and contributing to the Home Office's consolidated accounts and other financial reports including financial returns to the Cabinet Office and HM Treasury.

2. The Human Resources and Facilities Team

The Team is responsible for providing a comprehensive personnel, training and development service for OISC staff. It is also responsible for facilities management and health and safety issues within the OISC premises, and the investigation of complaints made against staff from external organisations or persons.

The major challenge during 2014/15 was the move from our former offices at London Bridge to Bloomsbury. The project lead was the Head of Human Resources (HR) and Facilities and the move took place in early May 2014. The relocation went very smoothly and a seamless service was provided. In addition, in October 2014, he oversaw the OISC joining the Civil Service Learning facility, which allows access to a wide range of learning and development opportunities including e-learning.

The HR and Facilities Manager, who works alongside the Head of HR and Facilities, led the migration of the office's staff to the new Alpha Pensions Scheme, which replaced the Principal Civil Service Pension Scheme as from 1 April 2015. The majority of existing Principal Civil Service Pension Scheme members and most new staff members moved to the new scheme from that date.

During the year the OISC arranged short-term secondments (to take place between the end of 2014/15 and the beginning of 2015/16) with our Intelligence and Investigations Team. The hope is that these secondments will provide useful learning and networking opportunities.

The Team has continued its ongoing review of HR policies, ensuring that they meet the organisation's business needs and comply with employment and other legislation. Several successful recruitment exercises were also undertaken during the course of the year.

The Head of HR and Facilities is also responsible for the investigation of complaints made against the OISC and/or its staff by external organisations or persons. During 2014/15, nine substantive complaints were investigated of which six were not upheld, two were upheld and one was upheld in part. At the end of the year one complaint was still under investigation.

A total of 265 days was allocated to staff training and development, and several staff received support in their further education studies. There were 449 sick days taken by OISC staff, 193 being of short-term duration (43%) and 256 of long-term duration (57%). This equates to 7.4 days average per person overall compared to the latest comparison figures available from the public sector of 8.7 average days per person. In a small organisation such as the OISC just one long-term sick absence has a disproportional impact on the overall absence figure. The OISC's short-term absence figure equates to an average sickness rate per person of 3.2 days.

3. The Information and Communications Technology (ICT) Team

The ICT Team has responsibility for the following areas:

- The provision (including support and maintenance) of the OISC's ICT infrastructure;
- The provision and support of internal and external facing IT and telecommunications services for the OISC;
- Securing the OISC's ICT against external and internal threats;
- The development (until January 2015), support and maintenance of the OISC's core business database, Themis, and the development, support and maintenance of the OISC intranet; and
- Providing ICT advice and information.

At the beginning of the 2014/15 reporting year the OISC moved offices to 21 Bloomsbury Street. The ICT team was heavily involved in the management of the move and, in particular, the design and fit of the server room, the ICT

infrastructure to the floor and the logistics of migrating the equipment and services to the new location. This included dealing with the prime and sub contractors, the co-ordination with our suppliers of telecommunications services, and ensuring that the necessary forward planning and contingency work had been done to ensure that the OISC ICT was successfully relocated and operational to timescales.

In parallel with this, the team worked extremely hard in bringing about the move to hot-desk working and also to improving the functionality and support received by those working remotely to the OISC's offices. The team ensured that members of staff were issued with laptop computers with mobile network connectivity when the OISC moved into its new premises.

Another significant change to the ICT systems came about with the implementation of the Immigration Act 2014 in November. That Act required that all OISC regulated organisations be classified as Registered and this, in turn, required fundamental changes to how Themis functions. This required extensive modification to all aspects of the database including its underlying structure. The development section of the team worked closely with the Operations teams to ensure that a working solution was found and implemented and ready for the implementation of the OISC's provisions.

The team was also involved throughout 2014/15 with the electronic applications project. We are involved in two main deliverables: the transfer of data from the website and its conversion to a format that it usable by staff; and longer term, to integrate this data with Themis, which will reduce staff workload and increase efficiency.

Unfortunately, due to issues outside of the OISC's control as explained elsewhere in this Annual Report and Accounts, we have been unable to deliver either of these strands of work despite devoting substantial resources.

4. The Policy, Publications and Stakeholders Team

This Team provides guidance on the OISC's regulatory scheme and on the interpretation of relevant legislation, case law and wider regulatory concerns. It is responsible for liaison with the media, and it also contributes to discussions on possible legislative changes and assists at meetings with external stakeholders. The Team represents the OISC at various stakeholder events and meetings, and manages the Office's internal and external communications, including the content of the OISC website, the OISC Newsletter and Guidance and Practice notes. The Team is also responsible for ensuring that the Commissioner's framework documents remain relevant and up-to-date, drafting responses to external consultations and co-ordination of OISC consultation exercises. The Team also acts as the secretariat for the Commissioners' Adviser Panel. Additionally, it is responsible for the delivery of a range of events, including the workshop programme.

Office of the Immigration Services Commissioner

Organisational Structure September 2015

*Positions shown in **bold** are members of the SMT*

