

15 January 2016

[REDACTED]

By email [REDACTED]

Dear [REDACTED]

Request under the Freedom of Information Act 2000 (the “FOI Act”)

I refer to your email of **20 December 2015** in which you requested information under the FOI Act.

Your request

You made the following request:

‘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.’

Decision

Monitor holds the information that you have requested and has decided to release this information.

The attached structure chart provides details of Monitor’s Information Services directorate. Information Services is responsible for developing and delivering a robust and effective knowledge and information management strategy, which includes data management, on behalf of all Monitor’s functions. This team also provides a high level analysis service to the organisation as well as managing IT services and information systems. You will see from the chart that roles outlined in black are substantive or permanent roles and those outlined in blue are interim or temporary roles.

I can confirm Monitor does use Microsoft development tools and Microsoft Dynamics CRM (2011) and does not use Java.

Review rights

If you consider that your request for information has not been properly handled or if you are otherwise dissatisfied with the outcome of your request, you can try to resolve this informally with the person who dealt with your request. If you remain dissatisfied, you may seek an internal review within Monitor of the issue or the decision. A senior member of Monitor's staff, who has not previously been involved with your request, will undertake that review.

If you are dissatisfied with the outcome of any internal review conducted by Monitor, you may complain to the Information Commissioner for a decision on whether your request for information has been dealt with in accordance with the FOI Act.

A request for an internal review should be submitted in writing to FOI Request Reviews, Monitor, Wellington House, 133-155 Waterloo Road, London SE1 8UG or by email to foi@monitor.gov.uk.

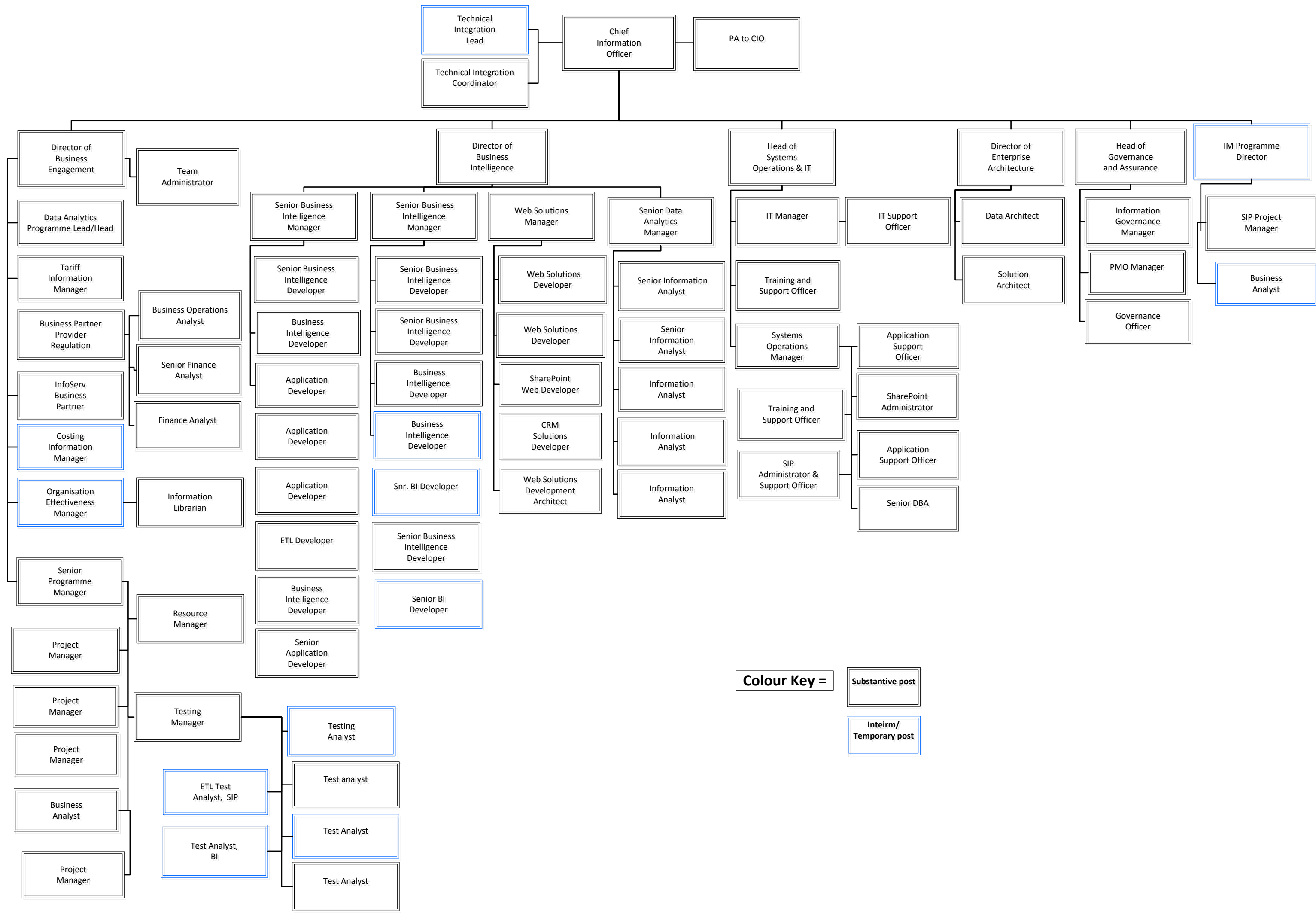
Publication

Please note that this letter and the attached information will shortly be published on our website. This is because information disclosed in accordance with the FOI Act is disclosed to the public at large. We will, of course, remove your personal information (e.g. your name and contact details) from the version of the letter published on our website to protect your personal information from general disclosure.

Yours sincerely,

A handwritten signature in blue ink, appearing to read 'Derek Cox', is positioned above the printed name and title.

Derek Cox
Head of Governance and Assurance



Colour Key =

- Substantive post
- Interim/Temporary post