

Our ref: 744300

Tony Malone  
Chief Information Officer  
Bridge House  
1 Walnut Tree Close  
Guildford  
GU1 4LZ

07 December 2016

Dear [REDACTED]

### FREEDOM OF INFORMATION REQUEST

Thank you for your request for information about Support cost on Maintenance Systems dated 31<sup>st</sup> October 2016. I have dealt with your request under the terms of the Freedom of Information Act 2000.

You requested to have 5 year breakdown on our maintenance systems for;

Highways Agency Pavement Maintenance Systems (HAPMS)  
Oracle Financials  
Structures Management Information Systems (SMIS)

I have been able to provide you with the cost information for the above systems for 3 years which, has been extracted from our current suppliers. For the further two years of costs I am unable to extract this from our current financial systems within the 18 hrs allocated to a Freedom of Information request. To continue, it would be necessary to consider charging you for further work.

FY	HAPMS	SMIS	SfM
13/14	£0.00	£162,552.28	£421,395.30
14/15	£267,731.34	£28,611.00	£384,841.61
15/16	£74,205.00	£89,632.15	£325,653.37

If you have any queries about this letter, please contact me. Please remember to quote reference number CRS 744300 in any future communications.

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, please phone the Information Line on 0300 123 5000; or e-mail [info@highwaysengland.co.uk](mailto:info@highwaysengland.co.uk). You should contact me if you wish to complain.

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

Yours sincerely

**Tony  
Malone**

Digitally signed by  
Tony Malone  
Date: 2016.12.05  
08:40:59 Z

Tony Malone  
Chief Information Officer