



Ministry  
of Defence

**Defence Business Services**

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Ref: FOI2021/05741/05743/05744/05745/05746/05747/05748/05749/05758/06298



17 June 2021

Dear

Thank you for your emails of 1 June 2021 individually addressed to the Ministry of Defence, Submarine Delivery Agency, Defence Infrastructure Organisation, The Army, Defence Equipment and Support, Head Office and Corporate Services, The Royal Air Force, The Royal Navy, Defence Nuclear Organisation and United Kingdom Strategic Command. You requested the following information:

*“Under the Freedom of Information Act, please could I request the following information:*

1) *Please advise what technologies (including version) you use for:*

	<i>Name of technology</i>	<i>Version used</i>
<i>HR</i>		
<i>Payroll</i>		
<i>L&amp;D</i>		
<i>Finance</i>		
<i>Procurement</i>		
<i>Contact Centre</i>		

2) *Please advise if any of the following services are outsourced to third parties, and if so, when does the contract end?*

	<i>Outsourced?</i>	<i>If so, name of organisation to</i>	<i>Contract end date</i>
<i>HR</i>			
<i>Payroll</i>			
<i>L&amp;D</i>			
<i>Finance</i>			
<i>Procurement</i>			
<i>Contact Centre</i>			

I am treating your correspondence as a request for information under the Freedom of Information Act 2000. I am writing to confirm that the MOD holds all the information in scope of your request.

Please note, the following response and exemptions are in reply to all of the below FOI requests:

- FOI2021/05741 – Sent to the Army
- FOI2021/05743 – Sent to the Royal Navy
- FOI2021/05744 – Sent to the Royal Air Force
- FOI2021/05745 – Sent to the United Kingdom Strategic Command
- FOI2021/05746 – Sent to Head Office and Corporate Services
- FOI2021/05747 – Sent to Defence Equipment and Support
- FOI2021/05748 – Sent to the Ministry of Defence
- FOI2021/05749 – Sent to Defence Infrastructure Organisation
- FOI2021/05758 – Sent to the Submarine Delivery Agency
- FOI2021/06298 – Sent to Defence Nuclear Organisation
- FOI2021/06298 - Sent to Defence Nuclear Organisation

In answer to Question 1, please see the below completed table. However, you should note that the versions of the technology are withheld under the following exemptions:

- Section 24(1) – Information which must be withheld in order to safeguard National Security.
- Section 26(1)(a) and (b) - Information which, if disclosed would prejudice defence or the capability, effectiveness or security of relevant forces.
- Section 31(1)(a) – Information which, if disclosed would prejudice law enforcement.

As all three Sections are absolute exemptions, there is no requirement to consider the public interest in making the decision to withhold the information.

	Name of technology	Version used
HR	HRMS/JPA Platform: Oracle	
Payroll	HRMS/JPA Platform: Oracle	
L&D	DefenceLearningEnvironmentPlatform Moodle	
Finance	CP&F/Bills Direct Platform: Oracle	
Procurement	CP&F Platform: Oracle	
Contact Centre	Remedy Platform: Oracle	

In answer to Question 2, please see the below table:

	Outsourced?	If so, name of organisation outsourced to	Contract end date
HR	Military: Yes Civilian: No	Section 21	
Payroll	Military: Yes Civilian: No	Section 21	
L&D	Military: No Civilian: No		
Finance	Military: No Civilian: No		
Procurement	Military: No Civilian: No		
Contact Centre	Military: No Civilian: No		

Under Section 16 (Advice and Assistance) you may be interested to know that the information requested above on contracts is available at the below link:

<https://www.contractsfinder.service.gov.uk/notice/55323045-1c0b-4594-a0d6-53c58020cade>

If you have any queries regarding the content of this letter, please contact this office in the first instance.

If you wish to complain about the handling of your request, or the content of this response, you can request an independent internal review by contacting the Information Rights Compliance team, Ground Floor, MOD Main Building, Whitehall, SW1A 2HB (e-mail CIO-FOI-IR@mod.gov.uk). Please note that any request for an internal review should be made within 40 working days of the date of this response.

If you remain dissatisfied following an internal review, you may raise your complaint directly to the Information Commissioner under the provisions of Section 50 of the Freedom of Information Act. Please note that the Information Commissioner will not normally investigate your case until the MOD internal review process has been completed. The Information Commissioner can be contacted at: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF. Further details of the role and powers of the Information Commissioner can be found on the Commissioner's website at <https://ico.org.uk/>.

Yours sincerely

Defence Business Services Secretariat