



Ministry
of Defence

Defence Business Services
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Ref: FOI2023/06476

Email: DBSRES-Secretariat@mod.uk

[REDACTED]

12 June 2023

Dear [REDACTED]

Thank you for your email of 24 May 2023 to the Ministry of Defence (MOD) requesting the following information:

“Under the provisions of the Freedom of Information request I would like to understand how Defence Business Services organization. In particular could help me understand

- *What is the current organization structure of the Defence Business Services (DBS) organization, and what is the structure of the Chief Information Officer (CIO) department?*
- *What are the roles and responsibilities of each of the sections of the DBS CIO department?*
- *What are the types of enterprise applications that are managed by DBS CIO department? What software is used – do you have or use bespoke systems?*
- *From the perspective of provision of ICT and digital services, what are the interactions and delineation of responsibilities between Defence Business Services and Defence Digital?*
- *To what level does the Defence Business Services outsource delivery of ICT/digital services?*
- *Who are the end-users across the UK MOD organization of the ICT/digital services provided by the Defence Business Services?*

I am treating your correspondence as a request for information under the Freedom of Information Act 2000 (FOIA).

A search for the information has now been completed within the Ministry of Defence and I can confirm that all of the information in scope of your request is held.

In answer to Q1, Q2 and Q6 please find the enclosed annexes which show the Digital, Information & Technology (DIT) Management Structure, what DIT does and the Operating Model.

I will answer the remainder of your questions in the order they were asked.

Q3 – What are the types of enterprise applications that are managed by DBS CIO department? What software is used – do you have or use bespoke systems?

Defence Business Services (DBS) is the Shared Services delivery team for Defence. Solutions centre around hosting and delivery of Oracle Enterprise Resource Planning providing Finance, Commercial and Human Resources (HR) services to all Defence personnel. This capability is supported and supplemented by a suite of back office applications which are a mix of commercial off-the-shelf (COTS) and ad-hoc applications.

Q4 – From the perspective of provision of ICT and digital services, what are the interactions and delineation of responsibilities between Defence Business Services and Defence Digital?

DBS is the Cabinet Office recognised Shared Services delivery team for Defence. DBS ICT and digital services support the successful delivery of the shared service. DBS utilises Defence Digital (DD) core IT service for user access devices, collaboration and desktop tools, identity management and network connectivity. Where possible DBS leverages DD delivered service management capabilities in preference to hosting and managing our own.

Q5 – To what level does the Defence Business Services outsource delivery of ICT/digital services?

Shared Services Connected Ltd (SSCL) deliver DBS' Military Personnel services under a Service Delivery Contract. All other service delivery is Civil Servant delivered but utilises a large number of industry partners through commercial agreements to provide specialist skills and cover short term peak resource demands.

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)

