

29<sup>th</sup> July 2019

**BY EMAIL**

Tel: 028 9536 3863  
Email: FOI.BSO@hscni.net

**Our Ref: FOI 1072**

Dear [REDACTED]

Your request for information was received on 4<sup>th</sup> June 2019 and was dealt with under the terms of the Freedom of Information Act 2000. Please be advised that the Business Services Organisation (BSO) has now completed its search for the information you requested with regards to the organisation's corporate software/enterprise applications.

I would like to apologise for the delay in responding to you.

As the qualified person within BSO, I consider that this information is considered exempt from disclosure in line with Section 36(2) (c) of the Freedom of Information Act 2000 ('Prejudice to effective conduct of public affairs'). I should explain that BSO's Information Technology Service (ITS) has been commissioned to provide ICT shared services to the wider Health and Social Care (HSC). Essential elements of the service include the security of the data held and the protection of the HSC network boundary.

Section 36 is also a qualified exemption which means that I must consider whether there is nevertheless an overriding public interest in providing the information. This is referred to as the public interest test (PIT). This involves weighing the harm resulting from possible disclosure against the likely benefit to the wider public. A copy of PIT is attached for your reference.

In considering the PIT, I acknowledge that there may be a public interest for disclosure in line with BSO's requirement to be open and transparent in its use of public monies and provision of public services. However, while I make no suggestion that there is any malicious intent on your part; provision (and therefore publication) would be capable of real, significant and wide-ranging prejudice or inhibiting of the effective conduct of public affairs. I therefore consider that the public interest in withholding this information to prevent prejudice to BSO's operations and by association minimise the risk presented to the HSC, outweighs the public interest in supplying it.



I hope that the information provided assists you. If you are dissatisfied in any way with the handling of your request, you have the right to request a review. You should do this as soon as possible or in any case within two months of the date of issue of this letter.

In the event that you require a review to be undertaken, you can do so by writing to

Information Governance Manager,  
2 Franklin Street,  
Belfast,  
BT2 8DQ

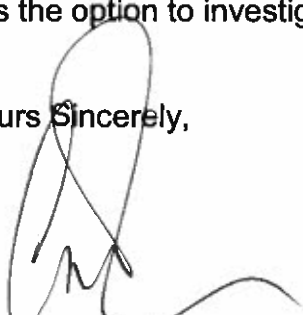
If, following an internal review, carried out by an independent decision making panel, you remain dissatisfied in any way with the handling of the request, you may make a complaint under Section 50 of the Freedom of Information Act, to the Information Commissioner's Office and ask that they investigate whether the BSO has complied with the terms of the Freedom of Information Act.

You can contact Information Commissioner at:

**Website:** [www.ico.org.uk](http://www.ico.org.uk)  
**Phone:** 0303 123 1113  
**Email:** [casework@ico.org.uk](mailto:casework@ico.org.uk)  
**Post:** Information Commissioner's Office  
3rd Floor, 14 Cromac Place  
Belfast  
BT7 2JB

In most circumstances the Information Commissioner will not investigate a complaint unless an internal review procedure has been carried out. However the Commissioner has the option to investigate the matter at his discretion.

Yours Sincerely,

A handwritten signature in black ink, appearing to read 'Liam McIvor', with a long horizontal flourish extending to the right.

**Liam McIvor**  
Chief Executive

## Public Interest Test (PIT)

Exemption claimed in respect of Section 36(2)(c) of the Freedom of Information Act 2000 ('Prejudice to effective conduct of public affairs')

In considering this PIT, the following have been taken into account:

- the public interest in issues of accountability and transparency and in scrutinising how BSO's affairs are conducted
- the public interest in ensuring that BSO is able to protect its systems from cyber-attacks which could damage security
- the public interest in ensuring that BSO can proactively manage the risks around cyber security, for the wellbeing and safety of all its stakeholders

In favour of disclosure of information	In favour of not disclosing information
<p>Openness and transparency: it is recognised that releasing this information would provide the public with assurance that we are:</p> <ul style="list-style-type: none"> <li>• protecting our technologies;</li> <li>• spending public money responsibly, especially where this relates to the provision of public services</li> </ul>	<p>It can be demonstrated that incidences of individuals hacking or otherwise infiltrating organisational systems to cause damage and interrupt operations are on the increase.</p>
	<p>Disclosure of the information requested could expose BSO to unnecessary risk, and more vulnerable to cyber-crime as it outlines our security posture. Whilst the information would not automatically allow access to BSO's network infrastructure, it would reduce the barriers to anyone attempting this, by allowing access to the network external of any physical security layer we have</p>
	<p>BSO and the wider HSC operate the majority of their services with a high dependency on IT. Many services operate almost exclusively via information held within our network infrastructure. Any disruption of our network infrastructure, even for a short period would be likely to severely restrict our ability to carry out statutory functions across the wider HSC network</p>
	<p>The requested information is part of the security systems used to process and</p>

	<p>protect service user (both staff and patients) confidential data. Under data protection legislation, BSO has a legal obligation to process personal data in a manner that ensures its appropriate security using appropriate technical or organisational measures. The release of this information is therefore a reasonable threat to the security and integrity of confidential personal data held on our systems.</p>
--	---

1. Software Category: ERP, CRM, HR, Payroll, Finance	2. Software Supplier: Can you please provide me with the software provider for each contract?	3. Software Brand: Can you please provide me with the actual name of the software. Please do not provide me with the supplier name again please provide me with the actual software name.	4. Contract Description: Please do not just state two to three words can you please provide me detail information about this contract and please state if upgrade, maintenance and support is included. Please also include the modules included within the contract.	5. Number of Users/Licenses: What is the total number of user/licenses for this contract?	6. Annual Spend: What is the annual average spend for this contract?	7. Contract Duration: What is the duration of the contract please include any available extensions within the contract.	8. Contract Start Date: What is the start date of this contract? Please include month and year of the contract. DD-MM-YY or MM-YY.	9. Contract Expiry: What is the expiry date of this contract? Please include month and year of the contract. DD-MM-YY or MM-YY.	10. Contract Review Date: What is the review date of this contract? Please include month and year of the contract. If this cannot be provide please provide me estimates of when the contract is likely to be reviewed. DD-MM-YY or MM-YY.	11. Contact Details: I require the full contact details of the person within the organisation responsible for this particular software contract.
HR and Payroll	Exempt	Exempt	Managed service contract for the HR, Payroll, Travel and Subsistence application provision to for the whole of HSCNI to be delivered from an externally hosted data centre.	692 Core Licenses 34642 Self service licenses 34717 Manager Self Service licenses 112000 Payroll Licenses	£1m-£1.5m	10 Years (2 +1 extension)	17/11/2011	16/11/2021	Service reviews carried out monthly	Director of Customer Care & Performance, BSO. Info.bso@hscni.net. 03005550113
Finance	Exempt	Exempt	Managed service contract for the Finance (All Ledgers), Procurement and Logistics application provision to for the whole of HSCNI to be delivered from an externally hosted data centre.	HSC Regional License	£1m-£1.5m	10 Years (2 +1 extension)	27/10/2011	26/10/2021	Service reviews carried out monthly	Director of Customer Care & Performance, BSO. Info.bso@hscni.net. 03005550113
CRM	Exempt	Exempt	Provision of full ITSM toolset for use across multiple HSC organisations. Support contract renewed annually.	150 Concurrent licenses 6 Named licenses	£50k-£100k	1 Year (rolling contract)	01/04/2016	31/03/2020	Contract reviewed annually (March)	Director of Customer Care & Performance, BSO. Info.bso@hscni.net. 03005550113