

6th October 2023

BY EMAIL

Our Ref: FOI 2046

Dear [REDACTED]

Your request for information was received on 26th September 2023 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 in relation to the software contracts that the Western Health & Social Care Trust (WHSCCT) uses.

Please find this information below:

1. Software Category: ERP, CRM, HR, Payroll, Finance

HR and Payroll

2. Software Supplier: Can you please provide me with the software provider for each contract?

Exempt

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.

Exempt



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.

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.

5. Number of Users/Licenses: What is the total number of user/licenses for this contract?

702 Core Licenses
35,642 Self-service licenses
34,717 Manager Self Service licenses
145,500 Payroll Licenses

6. Annual Spend: What is the annual average spend for this contract?

£1m-£1.5m

7. Contract Duration: What is the duration of the contract please include any available extensions within the contract.

10 Years (2 +1 extension)

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.

17/11/2011

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.

Service reviews carried out monthly

11. Contact Details: I require the full contact details of the person within the organisation responsible for this particular software contract.

BSO Interim Director of Customer Care & Performance Info.BSO@hscni.net 0300555 0113

I should advise you that Information Technology Services are provided to the WHSCT by the Business Services Organisation (BSO).

Please also note that some information has been considered exempt from disclosure under Section 31 of the Freedom of Information Act 2000 ('Law Enforcement').

Section 31 is also a qualified exemption which means that the public interest test (PIT) must be considered. 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 HSC'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 making Health and Social Care, vulnerable to malicious attack. I therefore consider that the public interest in withholding this information 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, as the BSO, along with all other public authorities are not obliged to accept internal review requests after this period has lapsed.

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
Phone: 0303 123 1113
Email: 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,

Karen Bailey.

Karen Bailey
Chief Executive

Public Interest Test (PIT)

Exemption claimed in respect of Section 31 of the Freedom of Information Act 2000 ('Law Enforcement') for disclosure of details on contracts registers

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"> • protecting our technologies; • spending public money responsibly, especially where this relates to the provision of public services 	<p>BSO hosts a vast range of software, systems and data on behalf of the wider Health and Social Care (HSC) within Northern Ireland.</p> <p>Release of this information would make BSO, and by association the wider HSC more vulnerable to crime (namely a malicious attack on BSO's network). As such release of this information would be seen to prejudice the prevention or detection of crime by making BSO more vulnerable to hacking at a given time.</p>
	<p>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>
	<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 BSO's 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>There is therefore an overwhelming public interest in keeping BSO's systems secure which would be served by non-disclosure.</p> <p>It has therefore been decided that the balance of the public interest lies clearly in favour of withholding the material on this occasion.</p>
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HR and Payroll	Exempt	Exempt	Managed service contract for the HR, Payroll, Travel and Substance application provision to for the whole of HSCNI to be delivered from an externally hosted data centre.	702 Core Licenses 35,642 Self service licenses 34,717 Manager Self Service Licenses 145,500 Payroll Licenses	£1m-£1.5m	10 Years (2 +1 extension)	17/11/2011	16/11/2025	Service reviews carried out monthly	BSO Interim Director of Customer Care & Performance Info.BSO@hscni.net 0300555 0113

31st October 2023

BY EMAIL

Our Ref: FOI 2046

Dear 

We are writing to you in response to your request for a review of the above referenced Freedom of Information (FOI) request, as received by the Business Services Organisation (BSO) on 9th October 2023.

We can advise that a review panel was convened on 31st October 2023 to review this matter. This panel consisted of Ms Julie Erskine (Chair, BSO) and Ms Lesley Young (Director of Operations, BSO).

The review panel reviewed your original Freedom of Information request, the BSO's formal response to it, as well as the points raised within your request for a review panel to be convened.

Your request for a review cited that you believe that the use of exemption 31 of the Freedom of Information Act 2000 was not appropriate within the response issued to your information request.

The panel reviewed both your request and the response issued and agreed that they are content with the information that was provided to you.

The panel agreed with the rationale as set out within the Public Interest Test that was provided to you and upheld that disclosure of this information would leave the Western Health Care Trust (WHCT), and by association, Health and Social Care Northern Ireland (HSCNI), more vulnerable to crime, with the crime in question being malicious attack on the infrastructure and systems.



The review panel wish to reiterate that there is no inference that your request is viewed as being malicious. Furthermore, whilst you have cited that other organisations have disclosed the information you have requested, the panel agree that the BSO should apply a consistent approach to cyber awareness and the potential risks in providing both supplier names and brand names affiliated with supplying software to HSCNI.

As such, the panel would refer you to the public interest test supplied with the original formal response, which outlines the negative impact of the disclosure of such information.

The review panel hope that the outcome of this review panel has been of assistance to you.

If, however, following this 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
Phone: 0303 123 1113
Email: icocasework@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,



Ms Julie Erskine
BSO Chair , BSO



Ms Lesley Young
Director of Operations, BSO