

3 November 2023

IC-262504-C6K6

## Request

You asked us:

*"I am writing in respect of your finance solution. Could you kindly help me out with the below information?"*

- 1. Which ERP (Enterprise Resource Management) or Finance system is currently used?*
- 2. What was the total value of the contract?*
- 3. What is the annual value of the contract*
- 3. When does your contract expire?*
- 4. Do you have any planned upgrades of the software? If so, when?*
- 5. Are you planning to go to market for a different ERP/ Finance system? If so, when?*
- 6. Who is the person responsible for your ERP / Finance system? Please provide full name, title and contact information if possible.*
- 7. Which, if any, other Non-Departmental Public Bodies share use of this service with you?"*

We have handled your request under the Freedom of Information Act 2000 (the FOIA).

## Our response

We have searched our systems based on the information you have provided and can confirm that we hold some information within the scope of your request.

For clarity, we have answered each question in turn below.

### **1. Which ERP (Enterprise Resource Management) or Finance system is currently used?**

The ICO currently uses Workday.

## **2. What was the total value of the contract?**

The value of the contract is up to £2.5m, excluding VAT. The pricing is dependent on total headcount at the organisation, which is likely to change over the course of the contract and so a more precise number cannot be given.

## **3. What is the annual value of the contract**

The annual value of the contract is approximately £500k per annum (excluding VAT), dependent on ICO headcount, as explained above.

## **3. When does your contract expire?**

The current contract with Workday expires, 9 January 2024, but is subject to optional extensions.

## **4. Do you have any planned upgrades of the software? If so, when?**

We can confirm that we have plans to upgrade the software. However, the details about when we are upgrading our system are being withheld under section 31 of the FOIA.

Section 31(1)(a) of FOIA says:

Information is exempt if it's disclosure would "*likely prejudice:*

*(a) The prevention or detection of a crime"*

The disclosure of information about when we upgrade systems, particularly systems that contain sensitive financial data as well as personal data of staff, would directly impact our ability to perform our duties. This is because disclosure of this information to the wider world could create a security risk.

Clearly the ICO's capacity to defend itself from potential attacks relates to the purposes of crime prevention and thus s31(a) applies.

The exemption in section 31 is not absolute, and we must therefore consider the prejudice or harm which may be caused by disclosure of the information you have requested. We must also conduct a public interest test by weighing up the factors in favour of disclosure against those in favour of maintaining the exemption.

In considering the prejudice or harm that disclosure may cause we have taken into account the factors that would, in our view, impact on the release of the information.

Were the ICO to disclose the information about when we upgrade our internal systems, it is likely that malicious parties could use the information to attack the ICO.

With this in mind, we have then considered the public interest test for and against disclosure.

In this case the public interest factors in disclosing the information are:

- Increased transparency regarding the operations of the ICO.

The factors in withholding the information are:

- the public interest in maintaining the ICO's ability to defend itself from security attack and thus continue to perform its public functions.
- the public interest in the ICO's demonstrating good practice in not unduly facilitating the committing of crimes against it by maintaining its own security and systemic integrity.

Having considered all these factors we have taken the decision that the public interest in withholding the information outweighs the public interest in disclosing it.

**5. Are you planning to go to market for a different ERP/ Finance system? If so, when?**

No information is held within the scope of this part of your request. That is, there are no current plans to review or change the current ERP.

**6. Who is the person responsible for your ERP / Finance system? Please provide full name, title and contact information if possible.**

Aanchal Kak is the Senior Product Owner for Workday and is responsible for the ICO's deployment of the system. All queries regarding our contracts should be addressed to [procurement@ico.org.uk](mailto:procurement@ico.org.uk), as outlined in our [Procurement and Contract Management Policy](#).

## **7. Which, if any, other Non-Departmental Public Bodies share use of this service with you?**

No information is held within the scope of this part of your request. The ICO's deployment of Workday is not shared by any other Non-Departmental Public Bodies. However, it is possible that other NDPBs use their own deployment of Workday.

This concludes our response to your request.

### **Next steps**

You can ask us to review our response. Please let us know in writing if you want us to carry out a review. Please do so within 40 working days.

You can read a copy of our full review procedure [here](#).

If we perform a review but you are still dissatisfied, you can complain to the ICO as regulator of the FOIA. This complaint will be handled just like a complaint made to the ICO about any other public authority.

You can [raise a complaint through our website](#).

### **Your information**

Our [Privacy notice](#) explains what we do with the personal data you provide to us, and set out your rights. Our retention schedule can be found [here](#).

Yours sincerely



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Risk and Governance Department, Corporate Strategy and  
Planning Service  
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