



Making Northern Ireland Safer For Everyone Through Professional, Progressive Policing

FREEDOM OF INFORMATION REQUEST



Request Number: F-2008-04804

Keyword: Organisational Information/Governance

Subject: ICT SYSTEMS AND SERVICES

Request:

In reviewing the generic corporate ICT systems and services, I would like you to answer two questions for each system or service.

Question 1

The provider of that system or service (I don't need to know the name of the supplier) rather the response provided should be one of the following

- **in-house'** – if the system or service is provided either by your own staff, or predominantly your own staff supported by a private sector company for the sole use of your organisation
- **'3rd party supplier'**, if the system or service is provided by a private sector company
- **'external shared service'**, if the system or service is provided by another public sector organisation or private sector organisation set up for the exclusive purpose of providing shared services to the public sector
- **'internal shared service'** if your organisation provides a system or service that is used by more than one other public sector organisation.

Question 2

When the system or service is due to end, be reviewed or comes to the end of the contract. For simplicity the response should be

- '**< 2'** years,
- '**2-5'** years',
- '**6-10'** years; or
- '**na'** – no plans to end/review system/service – service not subject to contract

Answer:

This is to inform you that the Police Service of Northern Ireland has now completed its search for the information you requested. The decision has been taken to disclose the located information to you in full.

Please find attached record numbered 1753.pdf

If you have any queries regarding your request or the decision please do not hesitate to contact me on 028 9070 0164. When contacting the Freedom of Information Team, please quote the reference number listed at the beginning of this email.

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 the Head of Freedom of Information, PSNI Headquarters, 65 Knock Road, Belfast, BT5 6LE or by emailing foi@psni.pnn.police.uk

If following an internal review, carried out by an independent decision maker, you were to 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 PSNI has complied with the terms of the Freedom of Information Act. You can write to the Information Commissioner at Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF. 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.

Please be advised that all PSNI replies under Freedom of Information will be released simultaneously into the public domain via our website @ www.psni.police.uk

Personal details in respect of your request have, where applicable, been removed to protect confidentiality.

ICT System	Provider	Review Date
Network – WAN	3 rd Party	2015
Network – LAN	3 rd Party	2015
Personnel	3 rd Party	2015
Payroll	3 rd Party	2015
Training Administration	N/A	N/A
Finance	3 rd Party	2015
Document Management	3 rd Party	2015
Case Management	In House	N/A
ICT Service	Provider	Review Date
Information Security (advice, guidance, system accreditation, setting policy, etc)	In House	N/A
Web Design (creating/ maintaining internets / intranets, etc)	3 rd Party & In House	2015
Service/HELP Desk (managing change & support calls from staff)	3 rd Party	2015
Data Centre / Server Room Support (managing, maintaining, supporting, monitoring)	3 rd Party	2015
Desktop PC Support (supporting / maintaining the organisations desktop pcs/laptop computers)	3 rd Party	2015
Server Support (supporting/maintaining the organisations desktop pcs/laptop computers)	3 rd Party	2015
ICT Procurement (purchase of hardware / software and consumables)	3 rd Party & In House	2015
Innovation (identifying, piloting and implementing new ICT technologies)	In House	N/A