



FREEDOM OF INFORMATION REQUEST

FOI Reference number: FOI 27/2014

Date: 30 July 2014

Request:

Dear FOI Officer,

I would like to request information under the Freedom of Information Act. The information that I require relates to a specific external/3rd party hosting contract which may include:

Software as a Service (SaaS) is a software distribution model in which applications are hosted by a vendor or service provider and made available to customers over a network, typically the Internet

E-commerce hosting is a business that furnishes merchants with solutions for selling their merchandise online. The merchant is typically billed monthly for using space on the hosting company's server. Software is also leased for online order processing. E-commerce hosting businesses usually manage all the technical facets of commercial website development and maintenance for their clients. E-commerce hosting can also include electronic data interchange (EDI).

Exchange Hosting is a service in the telecommunications industry whereby a provider makes a Microsoft e-mail box and space available on a server so its clients can host their data on the server. The provider manages the hosted data of its clients on the server.

Web Hosting is the activity or business of providing storage space and access for websites.

VOIP Hosting is a methodology and group of technologies for the delivery of voice communications and multimedia sessions over Internet Protocol (IP) networks, such as the Internet. Other terms commonly associated with VoIP are IP telephony, Internet telephony, voice over broadband (VoBB), broadband telephony, IP communications, and broadband phone service.

Contact Centre: A hosted contact centre offers all the utilities associated with running a customer service outfit with a pay-as-you-go plan. This means that managers don't need to buy prohibitively expensive hardware, instead they can add software as needed and get deeper in their involvement as they grow.

Unified communications is the integration of real-time communication services such as instant messaging, presence information, telephony, video conferencing, data sharing, call control and

speech recognition with non-real-time communication services such as unified messaging.

Please can you see the attached file and fill the information into the space provided (Contract1-8). If none of the contract above apply to the organisation please can you state the reasons why. If however the services I have request is hosted internally please can you state this within the response as well as providing me information on the annual average spend and the internal contact for that particular type of hosting.

RESPONSE

Software as a Service (SaaS)

HR Connect - NICS outsourced HR and payroll software system - £30,000 annually over a 15 year contract (NICS contract that began in 2009).

E-commerce

Not applicable as we do not operate commercially

Exchange

Not applicable – NIPB manages Exchange onsite

Web

Not applicable as we do not operate commercially

VOIP

IT Assist through the NI Civil Service (IP) Telephony Service provides VOIP at a cost of £10,000 annually. This is an ongoing contract within the NICS.

Contact Centre:

Not applicable as we do not operate commercially.

Unified communications

Not applicable as we do not have a requirement for such services.

IT contracts are managed by the Head of the HR&IT Branch who can be contacted on neil.lavery@nipolicingboard.org.uk

If you have queries about this request or the decision please contact the Board quoting the reference number above. If you are unhappy with the service you have received and wish to make a complaint or request a review you should write to the Board's Chief Executive at the following address:

Northern Ireland Policing Board
Waterside Tower
31 Clarendon Road
Clarendon Dock
Belfast BT1 3BG

Email: foi@nipolicingboard.org.uk

If you are not content with the outcome of your complaint, you may apply directly to the Information Commissioner. Generally, the Information Commissioner's Office cannot investigate or make a decision on a case unless you have exhausted the complaints procedure provided by the Board. The Information Commissioner can be contacted at:-

The Information Commissioner's Office – Northern Ireland
3rd Floor
12 Cromac Place
Gasworks
Ormeau Road
Belfast
BT7 2JB.

Telephone: - 0303 1231114
Email: - ni@ico.org.uk

Please be advised that all Policing Board replies under Freedom of Information will be released into the public domain via our website @ www.nipolicingboard.org.uk.

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

Organisation Name	Type of Hosting	Supplier Name	Annual Average Spend	Contract Duration	Expiry Date	Review Date	Contract Description	Full Name	Job Title	Contact Number	Direct Email Address
Northern Ireland Policing Board	SaaS	HRCONNECT	30000	15 yrs	2022	2022	Outsourced HR & Payroll software System	N Lavery	Head of HR&IT Branch	2890408630	n.l.lavery@nipsb.police.ni.uk
Northern Ireland Policing Board	VOIP	IT ASSIST	10000	ongoing	n/a	n/a	Provision of telephony service	N Lavery	Head of HR&IT Branch	2890408630	n.l.lavery@nipsb.police.ni.uk