

**Force Disclosure Unit**

Wiltshire Police HQ

London Road

Devizes

Wiltshire

SN10 2DN

Tel 101 ext 62005

www.wiltshire.police.ukdisclosure@wiltshire.police.ukDate: 3rd August 2022

Your Ref: FOI

Our Ref: FOI 2022/595

Reply contact name is: Kay Moore

Dear,

I write in connection with your request for information dated 22nd July 2022 concerning ERP systems.

I am required by the Freedom of Information Act 2000 to handle all requests in a manner that is blind as to the identity and motives of the requestor. Any information released as a response to a request is regarded as being published and therefore in the public domain without caveat.

Your request for information has now been considered and after having consulted our Finance department – I am now able to respond as follows.

You wrote:

1. Are you running an Oracle or SAP ERP solution?
2. If so, what version are they currently running on and which modules are you using?
3. Are you planning to upgrade in the next 12-18 months?
4. Do you have plans to move to a SAAS model?
5. Do you have plans to migrate your current ERP to a cloud Solution?
6. Do you run Oracle Databases?
7. If so what versions, are you planning an upgrade in the next 12 – 18 months?
8. Do you own perpetual Oracle Licences, do you Pay Oracle directly or through a shared service or other framework?
9. Do you own Perpetual SAP Licences, do you Pay SAP directly or through a shared service or other framework?
10. What is the value of the SAP Support contract and when does it renew?
11. What is the value of the Oracle support contract and when does it renew?



INVESTOR IN PEOPLE

12. Who is commercially responsible for looking after the contract for the Oracle and/or SAP renewals?

13. Do you currently work with any SAP or Oracle third party support providers?

Our response:

The ERP system we use is neither Oracle nor SAP, so we are unable to answer the remaining questions posed.

I am satisfied that all the relevant information has been passed to me and been considered in the light of your request within the time constraints applicable under the legislation.

Wiltshire Police would like to thank you for the interest that you have shown in the Force.

Yours sincerely,

Kay Moore
Force Disclosure Decision Maker

Wiltshire Police offers a re-examination of your case under its review procedure.



Force Disclosure Unit

Wiltshire Police HQ, London Road, Devizes, Wiltshire SN10 2DN
Telephone 101 ext 62005

Freedom of Information Request Appeals Procedure

1. Who Can Ask for a Review

Any person who has requested information from Wiltshire Police, which has been dealt with under the Freedom of Information Act, is entitled to complain and request an internal review, if they are dissatisfied with the response they received.

2. How to Request a Review

Requests for review of a Freedom of Information request must be made in writing to the:
Force Disclosure Unit
Wiltshire Police Headquarters,
London Road, Devizes,
Wiltshire,
SN10 2DN

Email at disclosure@wiltshire.police.uk.

The reference number, date of the request and details of why the review is being requested must be included. Requests for review should be brought to the attention of the Force Disclosure Unit within 20 working days of the Force's response to the original Fol request.

3. Review Procedure

Receipt of a request for review will be acknowledged in writing to include confirmation of the reasons for the review. The review will be conducted by another Decision Maker, who is independent from the original Decision Maker. The Force Disclosure Unit will set a target date for a response. The response will be made as soon as is practicable with the intention to complete the review within twenty working days. In more complex cases the review may take up to 40 working days.

The Independent Decision Maker will conduct a review of the handling of the request for information and of decisions taken, including decisions taken about where the public interest lies in respect of exempt information where applicable. The review enables a re-evaluation of the case, taking into account the matters raised by the complaint.

4. Conclusion of the Appeal

On completion of the review the Independent Decision Maker will reply to the complainant with the result of the review. If the complainant is still dissatisfied following the review they should

contact the Information Commissioner to make an appeal. The Information Commissioner can be contacted via the following details:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF
Tel: 01625 545 700
Fax: 01625 524 510
Email: mail@ico.gsi.gov.uk