



Resolution

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April 2023
FOI_5909

The following information was requested on 30 March 2023:

1. *What ERP (Enterprise Resource Management) or Finance system is currently used?*
2. *When does your contract expire?*
3. *Do you have any planned upgrades of the software? If so, when?*
4. *Are you planning to go to market for a replacement ERP/ Finance system? If so, when?*
5. *Who is the person responsible for your ERP / Finance system? Please provide full name, title and contact information if possible.*

Our Response

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

NHS Resolution does not use an ERP system. In terms of its Finance system, we use Microsoft Dynamics, which is supplied by Tisski Ltd.

2. *When does your contract expire?*

31/03/2024 (Finance system).

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

Information not supplied on the grounds of security. Please refer to the Refusal Notice below.

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

We have no plans currently.

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

Michaela Talbot, Deputy Director of Finance, email address:
nhsr.arfinance@nhs.net .

Refusal Notice - Section 31 – Law Enforcement

31(1) Information which is not exempt information by virtue of section 30 is exempt information if its disclosure under this Act would, or would be likely to, prejudice – (a) the prevention or detection of crime.

We consider that disclosing the information requested in question regarding **Finance System upgrades** would be likely to materially increase the risk of successful attempts to hack or infiltrate our network. The information could be used by any person in the world (as is the nature of a disclosure under FOIA), particularly in conjunction with other information about our systems, to plan or prepare more sophisticated attacks.

Public Interest Test

Public Interest considerations in disclosing the information

There is a general public interest in openness and transparency in public sector bodies, which can help to maintain public trust. We recognise that there is a legitimate interest in knowing what systems we utilise, which helps to promote public confidence that the organisation maintains high levels of security. We have provided the name of the Finance software in use.

Public interest considerations in favour of maintaining the exemption

NHS Resolution recognises its duty to protect personal data and confidential information held on our systems. Disclosure will, in our opinion, weaken our ability to protect our stakeholders & perform our functions.

Disclosing the information requested would mean releasing details about our systems and their security into the public domain. This could make the information accessible to criminals, by enhancing criminals' abilities to carry out cyber-attacks. It also follows that a risk to our systems will also constitute a risk to both the general public and NHS Resolution staff whose information we hold. By withholding this information, criminals will be prevented from exploiting such information in order to target our systems or individuals.

Balance of Public Interest Test (PIT)

NHS Resolution acknowledges that there is an interest in the public knowing that the organisation has adequate levels of protection in place for its IT systems to ensure that we mitigate any risks befalling our systems on which we rely to run the organisation.

We believe that ensuring the safety of our systems is paramount and on the balance of the PIT, we believe that there would be a clear causative link in disclosing the information you have requested which could expose the organisation to the risk of crime and subsequently endanger or cause harm to those whose data we hold. NHS Resolution therefore believes that the greater public interest is in withholding this information.

This concludes our response to your request.

If you are not satisfied with the service that you have received in response to your information request, it is open to you to make a complaint and request a formal review

of our decisions. If you choose to do this, you should write to [Tinku Mitra](#), Deputy Director of Corporate and Information Governance for NHS Resolution, within 28 days of your receipt of this reply. Reviews of decisions made in relation to information requests are carried out by a person who was not involved in the original decision-making about the request.

If you are not content with the outcome of your complaint, you may apply directly to the Information Commissioner for a review of the decision. Generally, the Information Commissioner will not make a decision unless you have exhausted the local complaints procedure. The address of the Information Commissioner's Office is:

Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

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