

FOI Reference Number: FOI/330/1920

Date: 09 January 2020

Request:

1. How many staff are on the payroll (including schools)?
2. Which software solutions are in use for:
 - a. HR,
 - b. Payroll,
 - c. Recruitment,
 - d. Finance,
 - e. CRM,
 - f. Citizen Portal,
 - g. Mobile App(s) for Citizen and for Staff
3. When do each of the contracts for the software solutions listed above (in query 2) expire?
4. What annual support and maintenance costs are being paid for each software solutions listed above (in query 2)?
5. Can you please provide name and contact details of 'ICT Head' and 'Chief Digital officer'? Also, contact details of business owners for above solutions (in query 2)? (Example: Please share name and contact details of 'Chief Finance Officer' owning 'Finance solution' and 'Chief HR Officer' owning 'HR and Payroll Solution' etc.)

Response:

Thank you for your information request which Mid and East Antrim Borough Council received on 06 December 2019.

Please find below, Mid and East Antrim Borough Council's response.

1. How many staff are on the payroll (including schools)? **700**
2. Which software solutions are in use for:
 - a. HR, - **Hallmark Pams**
 - b. Payroll, - **Total Finance**
 - c. Recruitment, - **Hallmark GetGot**
 - d. Finance, - **Total Finance**
 - e. CRM, - **Tascomi**

- f. Citizen Portal, - *Tascomi*
- g. Mobile App(s) for Citizen and for Staff - *Some with Tascomi for customers and none for staff.*

3. When do each of the contracts for the software solutions listed above (in query 2) expire?

- a. HR, - Hallmark Pams - *March 2020*
- b. Payroll, - Total Finance- *March 2020*
- c. Recruitment, - Hallmark GetGot - *March 2020*
- d. Finance, - Total Finance - *March 2020*
- e. CRM, - Tascomi - *April 2020*
- f. Citizen Portal, - Tascomi - *April 2020*
- g. Mobile App(s) for Citizen and for Staff - *Some with Tascomi for customers and none for staff. April 2020*

4. What annual support and maintenance costs are being paid for each software solutions listed above (in query 2)?

We have been unable to provide the exact amount of annual support and maintenance costs due to Section 43(2) of the Freedom of Information Act. Section 43(2) exempts information whose disclosure would, or would be likely to, prejudice the commercial interests of any person (an individual, a company, the public authority itself or any other legal entity). We have been able to provide figures in bands.

- a. HR, - Hallmark Pams - *under £30k*
- b. Payroll, - Total Finance - *over £30k combined with all finance*
- c. Recruitment, - Hallmark GetGot - *under £30k*
- d. Finance, - *Total Finance over £30k*
- e. CRM, - Tascomi - *under £30k*
- f. Citizen Portal, - Tascomi - *under £30k*
- g. Mobile App(s) for Citizen and for Staff - *Some with Tascomi for customers and none for staff. Under £30k*

5. Can you please provide name and contact details of 'ICT Head' and 'Chief Digital officer'? Also, contact details of business owners for above solutions (in query 2)? (Example: Please share name and contact details of 'Chief Finance Officer' owning 'Finance solution' and 'Chief HR Officer' owning 'HR and Payroll Solution' etc.)

IT - [REDACTED] [@midandeastantrim.gov.uk](mailto:[REDACTED]@midandeastantrim.gov.uk)

Finance and HR - [REDACTED] [@midandeastantrim.gov.uk](mailto:[REDACTED]@midandeastantrim.gov.uk)

If you are dissatisfied with the handling of part of your request, you have the right to ask for an internal review. Internal review requests should be submitted within

two months of the date of receipt of the response to your original letter and should be addressed to the Chief Executive at the Braid Ballymena Town Hall, 1-29 Bridge Street, Ballymena, BT43 5EJ.

Please remember to quote the reference number FOI/330/1920 in any future communications.

If you are not content with the outcome of an internal review, you have the right to apply directly to the Information Commissioner for a decision. The Information Commissioner can be contacted at: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF.

Please be advised that Mid and East Antrim Borough Council may release the response to this information request into the public domain via our website at <https://www.midandeantrim.gov.uk/>.

If we publish our response to your request, your personal data will be removed to protect your privacy.