



08/06/2021

CITB  
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Email: [information.governance@citb.co.uk](mailto:information.governance@citb.co.uk)  
[www.citb.co.uk](http://www.citb.co.uk)

Dear [REDACTED]

**Freedom of Information Request: 122021**

Thank you for contacting CITB requesting information under the Freedom of Information Act (FOIA). Your email, dated 01/06/21, asked for the following information:

Under the Freedom of Information Act, please could I request the following information:

**Please note that the following questions have been answered within the category boxes requested:**

- 1) Please advise what technologies (including version) you use for:

	Name of technology	Version used
HR	Oracle (Sop)	12.26
Payroll	Oracle (Sop)	12.26
L&D	N/a	
Finance	Oracle (Sop)	12.26
Procurement	Delta (BIP)	n/a
Contact Centre	Avaya	V2.5



2) Please advise if any of the following services are outsourced to third parties, and if so, when does the contract end?

	Outsourced?	If so, name of organisation outsourced to	Contract end date
HR	Yes	SSCL	2028
Payroll	yes	SSCL	2028
L&D	Yes	SSCL	2028
Finance	Yes	SSCL	2028
Procurement	Yes	SSCL	2028
Contact Centre	Yes	SSCL	2028

If you are unhappy with this response, or you wish to complain about any aspect of the handling of your request, then you should contact me in the first instance. If informal resolution is not possible and you are still dissatisfied, then you may apply for an independent internal review by contacting Adrian Beckingham, Corporate Performance Director, CITB, Sand Martin House, Bittern Way, Peterborough, PB2 8TY or email [adrian.beckingham@citb.co.uk](mailto:adrian.beckingham@citb.co.uk).

If you remain unhappy following an internal review, you may take your complaint to the Information Commissioner under the provisions of Section 50 of the Freedom of Information Act. Further details of the role and powers of the Information Commissioner can be found on the Commissioners website: <https://ico.org.uk/>

Yours sincerely

Jonathan Francis  
Information Risk & Data Governance Manager