

By email to: [REDACTED]

Human Tissue Authority

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London
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Tel 020 7269 1900

Web www.hta.gov.uk

Email enquiries@hta.gov.uk

Date: 10 May 2021

Dear [REDACTED]

Freedom of Information request

Thank you for your request for information under the Freedom of Information Act (FOIA), which was received by the Human Tissue Authority (HTA) on 31 March 2021. Your email outlined the following request:

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

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

Name of technology and Version used

HR

Payroll

L&D

Finance

Procurement

Contact Centre

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

Payroll

L&D

Finance

Procurement

Contact Centre

Please can you email the answers back and if you have any questions or need further clarification, please do not hesitate to contact me.

Response

1. The HTA uses the following technologies and versions as set out below:

HR- The HTA uses IRIS (version V10.36) for our People records.

Payroll- The HTA uses Chris21 for its payroll. The version is not currently known

L&D- The HTA uses Astute (version 1.0.7) for all compliance and mandatory training

Finance- The HTA uses Microsoft Great Plains version 2015

Procurement- Not applicable

Contact Centre- the HTA makes use of a Contact Centre for IT purposes only and which is provided by our Managed Support Provider, BCC Group.

2. In response to your question on providers, the outsourced contracts relate to the below.

Payroll – outsourced to Frontier Software Plc and the contract is a rolling one which is reviewed in August each year.

Contact Centre – made available to the HTA for the purpose of providing IT support which is outsourced to BCC Group.

Further information

If you are unhappy with the way the HTA has handled your request for information in this case, you may in the first instance ask us for an internal review by writing to us at the above postal or email address.

If you remain dissatisfied with the handling of your request or complaint, you have the right to appeal directly to the Information Commissioner for a decision, at the address below. There is no charge for making an appeal.

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire SK9 5AF

Telephone: 08456 30 60 60 or 01625 54 57 45

Website: www.ico.gov.uk

Yours sincerely

