Reference:	FOI.6285.21
Subject:	Software applications
Date of Request:	22 June 2021

Requested:

Please can you provide the following information:

1. What key software applications does the Authority use for:

   a. ERP and Finance
   b. HR and Payroll
   c. Social Care
   d. Elections
   e. Planning
   f. Waste Collection
   g. Council Tax
   h. Licensing and Compliance
   i. Parking
   j. Food Hygiene

2. Are there any other key software applications that the Authority uses and puts into escrow?

3. Within the Authority is there a policy to move towards hosted solutions?

4. Is there a generic contact e-mail enquiry address or contact person that deals with escrow at the Authority?

Response:

Hywel Dda University Health Board (UHB) regrets to inform you that it does not hold all of the information requested. Instead, the Local Authority (LA) may be better placed to answer your request for information.

We therefore recommend that you contact the Freedom of Information Teams within each LA within the UHB's footprint, who may be able to help you further with your enquiry. Contact details are set out below:

- Information & Data Protection Officer, Carmarthenshire County Council, County Hall, Carmarthen, SA31 1JP or by email foia@carmarthenshire.gov.uk

- Complaints & Freedom of Information Team, Ceredigion County Council, Canolfan Rheidol, Rhodfa Padarn, Llanbadarn Fawr, Aberystwyth, Ceredigion, SY23 3UE or by email foi@ceredigion.gov.uk

- Information Governance Team, Pembrokeshire County Council, County Hall, Haverfordwest, Pembrokeshire, SA61 1TP or by email FOI@pembrokeshire.gov.uk

However, whilst operating in accordance with Section 45 of the Freedom of Information Code of Practice, the UHB has a duty to provide advice and assistance and therefore, provides the information it holds below.

1. The UHB provides, within the table below, the key software systems it uses:

	Function	System
a.	Enterprise Resource Planning (ERP) and Finance	The UHB does not utilise ERP software. However, Finance uses Oracle e-Business Solution system.
b.	HR and Payroll	Electronic Staff Record
c.	Social Care	Welsh Clinical Community Information System
d.	Elections	Not applicable - Redirect to LA
e.	Planning	
f.	Waste Collection	
g.	Council Tax	
h.	Licensing and Compliance	
i.	Parking	The UHB has a contract with Group Nexus, a private car park management company to operate its car parks. The systems used are: ZatPark (for processing Parking Charge Notices) Group Nexus Proprietary System (for processing parking permits)
j.	Food Hygiene	Not applicable - Redirect to LA

2. The UHB confirms that it does not have ESCROW arrangements as all key applications are developed or procured on a national basis.

3. The UHB confirms that it does not have a formal policy regarding hosted solutions. However, the UHB does utilise cloud-based systems.

4. Please see response to question 2.