

FOI 567/2016

REQUEST

I would be grateful if you could please consider the following under the Freedom of Information Act 2000:

1. What system do you currently use for recording and managing the FOI requests your authority receives?
2. The initial cost to set up and implement this system.
3. The Annual Cost of this system.
4. Have you changed system in the last 5 years?
 - a. If yes, which system did you use previously?

RESPONSE

Thank you for your FOI request. The system we are currently using is a bespoke system that was written for us by our in-house IT team some ten or so years ago. We have had it modified in recent times to make it more user friendly. I am afraid that I do not have any information in respect of the costs to set it up as it was done in-house and therefore there was no direct cost to the Department that had responsibility for FOI requests at that time. As it is an in-house system there are therefore no ongoing annual maintenance costs either.