



Freedom of Information Officer
Criminal Justice Inspection Northern Ireland
Block 1, Knockview Buildings,
Stormont Estate
Belfast
BT4 3SJ.

17 September 2018

[REDACTED]
Email: [REDACTED]

Our reference: FOI010818/040

RE: Request for information under Freedom of Information Act

Dear [REDACTED]

Thank you for your recent Freedom of Information request received via email to Criminal Justice Inspection Northern Ireland (CJI) on 1 August 2018. In your email you requested information regarding our organisation's ICT expenditure as detailed in a template you provided along with your request, which you said you had tried to find among our organisation's published data but that you were unable to find the level of detail you required.

In the first instance, may I apologise for a failure in our internal processes which has meant your request was not responded to within 20 working days. An internal review is being undertaken to understand the reasons behind this process failure and learning from this review will be applied to revise and strengthen CJI procedures.

In respect of your request, our understanding of the information you requested (as detailed in your template) is as follows:

- actual expenditure on hardware, software, services, managed services, BPO, XaaS, ICT staff and total ICT expenditure for 2016-17;
- actual expenditure on hardware, software, services, managed services, BPO, XaaS, ICT staff and total ICT expenditure for 2017-18; and
- budgeted expenditure on hardware, software, services, managed services, BPO, XaaS, ICT staff and total ICT expenditure for 2018-19.

In addition in your email request you specified that within our response we include:

- expenditure from all parts of this organisation (centralised IT and departmental IT);
- as well as our own organisation, expenditure for any subsidiary organisations that fall within the scope of our accounts; and
- both revenue (or operating) expenditure and capital expenditure

In response to your request, I can advise that the following information is being released:


- actual expenditure on hardware, software, services, managed services, BPO, XaaS, ICT staff and total ICT expenditure for 2016-17;
- actual expenditure on hardware, software, services, managed services, BPO, XaaS, ICT staff and total ICT expenditure for 2017-18; and
- budgeted expenditure on hardware, software, services, managed services, BPO, XaaS, ICT staff and total ICT expenditure for 2018-19.

This information can be found within the completed FOI Excel template which you supplied to us (Appendix A). We have included within our response expenditure from all parts of the organisation and revenue and capital expenditure. CJI does not have any subsidiary organisations that fall within the scope of our accounts.

I hope this information satisfies your request. Should this not satisfy your request for information, please contact in the first instance CJI's Freedom of Information Officer.

Their address is Freedom of Information Officer, Criminal Justice Inspection Northern Ireland, Block 1, Knockview Buildings, Belfast, BT4 3SJ or email info@cjini.org.

Yours sincerely,



Chief Executive
Criminal Justice Inspection Northern Ireland

Enc: Appendix A FOI Template – CJI Completed

Please see 'Definitions' sheet for definitions of each sub-category.

Category	Actual		Budget	Your Comments
	2016/17	2017/18	2018/19	
Hardware	£190	£761	£0	
Software	£6,052	£7,416	£2,000	
Services	£11,114	£13,530	£1,680	16/17 & 17/18 cost include upgrades to web services
Managed Services	£10,680	£17,556	£27,250	IT Support provided by NICS Enterprise Shared Services from 1 Nov'17
BPO	£0	£0	£0	
XaaS	£0	£0	£0	
ICT Staff	£39,142	£39,771	£4,104	
Total ICT	£67,178	£79,034	£35,034	

Category	SubCategory	Definition
Hardware	Desktop Computing	'Desktop Computing' is defined as desktop PCs, thin clients and workstations. <ul style="list-style-type: none"> - Includes peripherals (monitors, keyboards, mice, etc.).
Hardware	Portable Computing	- Excludes hardware provided through a managed service. 'Portable Computing' is defined as laptop PCs and tablet PCs.
Hardware	Printers and Scanners	- Excludes hardware provided through a managed service. 'Printers and Scanners' are defined as standalone printers, multi-function devices (MFDs) and scanners.
Hardware	Servers	- Excludes standalone photocopiers. - Excludes hardware provided through a managed service. 'Servers' are defined as devices which provide functionality for other devices ('clients').
Hardware	Storage Hardware	- Excludes hardware provided through a managed service. 'Storage Hardware' is defined as network-attached storage (NAS), storage area network (SAN), hard disk drives, flash drives and hybrid drives (hard disk and flash).
Hardware	Networking Hardware	- Excludes hardware provided through a managed service. 'Networking Hardware' is defined as routers, switches and other networking hardware. - Includes both LAN (local area network) and WAN (wide area network).
Hardware	Security Hardware	- Excludes hardware provided through a managed service. 'Security Hardware' is defined as appliances for content-filtering, anti-spam, firewall, VPN, intrusion prevention, multi-factor authentication, network monitoring, access control and unified threat management. - Excludes security software.
Hardware	Fixed Communications and Collaboration Devices	- Excludes hardware provided through a managed service. 'Fixed Communications Devices' are defined as interactive screens and whiteboards, audio and video conferencing equipment, and fixed communications handsets and adaptors.
Hardware	Mobile Communications Devices	- Excludes hardware provided through a managed service. 'Mobile Communications Devices' are defined as mobile handsets, PDAs and smartphones. - Excludes mobile voice and data services.
Software	Enterprise Resource Planning Applications	- Excludes hardware provided through a managed service. 'Enterprise Resource Planning Applications' are defined as applications which support some or all of CRM, finance, human resource and payroll functions in a single application (Oracle E-Business and SAP are examples of leading vendors). - Excludes applications supporting a single function within the list above. - Excludes Software-as-a-Service (SaaS).
Software	Customer Relationship Management Applications	- Excludes hardware provided through a managed service. 'Customer Relationship Management Applications' is defined as applications for managing an organisations relationships and interactions with customers and potential customers. - Excludes Enterprise Resource Planning (ERP) applications. - Excludes Software-as-a-Service (SaaS).
Software	Financial Applications	- Excludes hardware provided through a managed service. 'Financial Applications' is defined as applications for financial asset management, purchase order and receivables management, general ledger, tax accounting, management accounting, financial reporting, invoicing and payments management, cash flow management, and financial planning and budgeting. - Excludes Enterprise Resource Planning (ERP) applications. - Excludes Software-as-a-Service (SaaS).
Software	Human Resource and Payroll Applications	- Excludes hardware provided through a managed service. 'Human Resource and Payroll Applications' is defined as applications for payroll, workforce and recruitment management, time and attendance management, employee benefits and incentives management, competency management, and employee performance management. - Excludes Enterprise Resource Planning (ERP) applications. - Excludes Software-as-a-Service (SaaS).
Software	Data and Analytics Software	'Data and Analytics Software' is defined as artificial intelligence platforms, big data platforms, business intelligence and data discovery tools, data and content management, and enterprise IoT platforms. - Excludes Software-as-a-Service (SaaS). - Excludes software provided through a managed service.

Software	Operating Systems	'Operating Systems' is defined as operating systems for PCs (Windows, Linux, Mac OSX or similar) and for servers (Windows Server, Linux Server, Mac OSX Server, Solaris or similar). - Excludes software provided through a managed service. 'Security Software' is defined as application security, data protection, endpoint security platforms, fraud prevention and transactional security, identity & access management, messaging security, security intelligence and management, server security, web security, software defined storage platforms and applications, storage management. - Excludes software provided through a managed service... 'Other Software' is defined as other software not included above. - Excludes Software-as-a-Service (SaaS). - Excludes software provided through a managed service. 'Application Development and Management Services' is defined as application development, application performance monitoring, and systems design and integration. - Excludes services provided through a managed service. 'Communications and Collaboration Services' is defined as fixed voice services, fixed Internet services, and audio and video conferencing services. - Excludes services provided through a managed service.
Software	Security Software	
Software	Other Software	
Services	Application Services	
Services	Communications and Collaboration Services	
Services	Consulting Services	'Consulting Services' is defined as IT consulting and IT training. - Excludes services provided through a managed service.
Services	Data Center and Hosting Services	'Data Center and Hosting Services' is defined as colocation services, hosting services, hybrid cloud services, and private cloud services. - Excludes services provided through a managed service.
Services	Mobility Services	'Mobility Services' is defined as mobile voice and mobile data. - Excludes services provided through a managed service.
Services	Networking Services	'Networking Services' is defined as content delivery network services, ethernet LAN services, ethernet private line services, frame relay/ATM, IP/MPLS VPN, passive optical network, site-to-site VPN, xDSL, fixed wireless access, and ISDN. - Excludes services provided through a managed service.
Managed Services	Managed Applications	'Managed Applications' is defined as a managed service provider assuming responsibility for providing an organisation's applications for the duration of a contract. The managed service provider is contractually bound by a service-level agreement (SLA) to provide an agreed level of performance and quality to the organisation. - Excludes on-demand support where a service provider charges an organisation for work done.
Managed Services	Managed Communications	'Managed Communications' is defined as a managed service provider assuming responsibility for providing an organisation's communications (fixed and/or mobile) for the duration of a contract. The managed service provider is contractually bound by a service-level agreement (SLA) to provide an agreed level of performance and quality to the organisation. - Excludes on-demand support where a service provider charges an organisation for work done. 'Managed Desktop Services' is defined as a managed service provider assuming responsibility for providing an organisation's desktop computing for the duration of a contract. The managed service provider is contractually bound by a service-level agreement (SLA) to provide an agreed level of performance and quality to the organisation. - Excludes on-demand support where a service provider charges an organisation for work done. 'Managed Print Services' is defined as a managed service provider assuming responsibility for providing an organisation's printers for the duration of a contract. The managed service provider is contractually bound by a service-level agreement (SLA) to provide an agreed level of performance and quality to the organisation. - Excludes on-demand support where a service provider charges an organisation for work done.
Managed Services	Managed Print Services	
Managed Services	Managed Infrastructure	'Managed Infrastructure' is defined as a managed service provider assuming responsibility for providing an organisation's infrastructure (servers, storage, data centres, etc.) for the duration of a contract. The managed service provider is contractually bound by a service-level agreement (SLA) to provide an agreed level of performance and quality to the organisation. - Excludes on-demand support where a service provider charges an organisation for work done. 'Service Integration and Management (SIAM)' is defined as a single service provider managing and integrating multiple IT suppliers to an organisation into a single IT service to that organisation's IT users. 'Customer Relationship Management (CRM) BPO' is defined as the outsourcing of call centre functions. 'Finance and Procurement BPO' is defined as the outsourcing of finance (general ledger, accounts payable, accounts receivable, payments, invoices, purchase orders, cash receipting, etc.) and procurement (contract management, supplier relationship management, etc.) functions.
Managed Services	Service Integration and Management (SIAM)	
BPO	Customer Relationship Management (CRM) BPO	
BPO	Finance and Procurement BPO	
BPO	Human Resources BPO	'Human Resources BPO' is defined as the outsourcing of HR and payroll functions (including recruitment, talent management, performance management, pensions, etc.).
BPO	Knowledge Process Outsourcing (KPO)	'Knowledge Process Outsourcing (KPO)' is defined as the outsourcing of business intelligence (or data analytics), competitive intelligence, risk management and legal functions.

BPO	Vertical-specific BPO	'Vertical-specific BPO' is defined as the outsourcing of ICT-intensive line-of-business functions. For example: in Central Government, provision of driving theory tests; in Local Government, provision of revenue & benefits.
XaaS	IaaS	'IaaS', or 'Infrastructure as a Service', is defined as infrastructure hosted by third-party to enable customers to access virtualised computing resources over the Internet.
XaaS	PaaS	- Excludes private cloud and hybrid cloud. 'PaaS', or 'Platform as a Service', is defined as a platform hosted by a third-party provider enabling customers to develop applications over the Internet. - Excludes private cloud and hybrid cloud.
XaaS	SaaS	'SaaS', or 'Software as a Service', is defined as software hosted by a third-party provider enabling to run applications over the Internet. - Excludes private cloud and hybrid cloud.
ICT Staff	Temporary ICT Staff	'Temporary ICT Staff' is defined as staff employed by the organisation in an ICT function on a temporary basis. - Excludes consultants.
ICT Staff	Permanent ICT Staff	'Permanent ICT Staff' is defined as staff employed by the organisation in an ICT function on a permanent basis.