



25<sup>th</sup> February 2020

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Head Office  
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Peterborough  
PE2 8TY

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: 432019**

Thank you for contacting CITB requesting information under the Freedom of Information Act (FOIA). Your email, dated 21 February 2020, asked for the following information:

Are you running an Oracle or SAP ERP solution?

If so, what version are they currently running on and which modules are you using?

Are you planning to upgrade in the next 12-18 months?

Do you have plans to move to a SAAS model?

Do you have plans to migrate our current ERP to a cloud Solution?

Do you run Oracle Databases?

If so what versions, are you planning an upgrade in the next 12 – 18 months?

Do you own perpetual Oracle Licences, do you Pay Oracle directly or through a shared service or other framework?

Do you own Perpetual SAP Licences, do you Pay SAP directly or through a shared service or other framework?

What is the value of the SAP Support contract and when does it renew?

What is the value of the Oracle support contract and when does it renew?

Who is commercially responsible for looking after the contract for the Oracle and/or SAP renewals?

Do you currently work with any SAP or Oracle third party support providers?

My response is as follows:

CITB has outsourced its support service operations to Shared Services Connect Ltd (SSCL). The contract commenced on 1<sup>st</sup> February 2019 for a ten-year period. These software services are provided under this contract.

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