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|  | Gyle Square    South Gyle Crescent  EDINBURGH  EH12 9EB  Telephone 0131 275 6000  Fax 0131 275 7505  [www.nhsnss.org](http://www.nhsnss.org)  Date 1 February 2019  Your Ref  Our Ref FOI-2019-000030LL  Enquiries to Liz Lawrence  Direct Line 0131 275 7168  Email lizlawrence1@nhs.net |  |
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| Mr S Green |  | |
| **eMail** [request-545393-1854de24@whatdotheyknow.com](mailto:request-545393-1854de24@whatdotheyknow.com) |  | |
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Dear Mr Green

**Freedom of Information Reference: FOI-2019-000030LL**

Thank you for your emailof 16 January 2019, requesting the below information. Please find below answers in order of your questions.

What Applications are you running for:

1) Finance?

NSS currently uses two financial systems, **eFinancials National Standard Instance** (commonly referred to as “**eFIN NSI**”) and **Professional Electronic Commerce On-line System** (commonly referred to as “**PECOS**”).  
   
2) HR?  
NSS currently uses the **Electronic Employee Support System National Standard Instance** (commonly referred to as “**eESS**”)

3) Payroll?  
NSS currently uses the **ePayroll National Standard Instance** (commonly referred to as “**ePayroll**”)

4) Project?  
NSS currently uses the **Compuware Changepoint** System (commonly referred to as “**Changepoint**”) which is then complemented with the use of **Microsoft Project 2013**

5) CRM?

NSS does not currently make use of any specific CRM Application  
  
6) Manufacturing?  
NSS currently uses “**Tissue Trace**” and “**eProgesa**” for Blood Products and Blood Components throughout their lifecycle.

7) Sourcing?  
NSS currently uses **Public Contracts Scotland Tender** (commonly referred to as “**PCS-T**”)

8) Invoice Scanning Tool?  
NSS currently uses “**DbCapture**” (as a component of “eFIN NSI”)

9) Are you using Config Snapshot?  
No

10) What BI Tool are you using?  
NSS currently uses “**Business Objects**”, “**Power BI**”, “**SPSS**”, “**Tableau**” and “**R**”.

11) What versions of the above Applications are you running?

Latest available in line with our Contractual entitlements and compatibility with other legacy Systems/Applications

12) When was your last Application upgrade?  
Planned Maintenance Weekend at 26-27 January ‘19

13) Are you planning another upgrade in the next 12-18 months?  
Yes

14) Do you have an Oracle support partner for applications? If so who?  
No - sourced directly from Oracle

15) Do you have an SAP support partner for applications? If so who?

No - sourced directly from SAP

16) What kind of support is included in the contract/s (functional/technical/etc.?)  
Technical

17) What is the value of the SAP application support contract and when does it end?  
The value is commercial in confidence, the current expiry date (of what is a rolling Annual Renewal option) is April 2019

18) What is the value of the Oracle application support contract and when does it end?

The contract is held by Scottish Government and the value is commercial in confidence. Current expiry date is March 2025

19) When does the SAP and/or Oracle contracts expire?  
See Q17 and Q18 above

20) Are you running any Oracle Databases, if so what versions are you running?  
Yes - various in line with our contractual entitlements

21) Are you running any SAP Databases if so what versions are you running?  
No

22) What applications are being run on these Databases?  
Numerous comprising COTS and in-house developed solutions.

23) Are you planning another Database upgrade in the next 12-18 months?  
Yes

24) Do you have an Oracle support partner for Databases? If so who?  
No - sourced directly from Oracle

25) Do you have an SAP support partner for Databases? If so who?  
No - not required

26) What is the value of the database support contract for SAP and when does it expire?

Not applicable

27) What is the value of the database support contract for Oracle and when does it expire?  
See Q17 and Q18 above

28) Where are the databases held? Hosted, onsite/offsite?  
Hosted in 3rd Party “Tier 4” Datacentre Facilities (x2)

29) If not, how many in-house DBAs do you have?  
NSS currently has three in-house DBAs

30) Where do you advertise any Oracle and/or SAP procurement opportunities?  
See Q7 above

31) Who is responsible for looking after the contract for the Oracle and/or SAP estate?  
NSS Contract and Vendor Management Team for NSS and on behalf of Scottish Government.

32) Who is responsible for looking after the licenses for the Oracle and/or SAP estate?  
Estate administration activities undertaken by NSS IT Department

33) How much do you pay annually for Oracle Support & Maintenance and when does it renew?  
See Q17 and Q18 above

34) How much do you pay annually for SAP Support & Maintenance and when does it renew?  
See Q17 and Q18 above

35) Do you work with off-shore partners?  
No

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I hope this information is helpful to you. Please do not hesitate to contact me on 0131 275 7168 or via email at [IT-FOI@nhs.net](mailto:IT-FOI@nhs.net) if I can be of any further assistance.

If you are unhappy with any aspect of how we have dealt with your request you can make representations to us asking us to review the handling of your request. Please write to the

Associate Director of Corporate Affairs and Compliance

NHS National Services Scotland

Headquarters

Gyle Square

1 South Gyle Crescent

Edinburgh

EH12 9EB

within 40 working days of the date of this correspondence.

If after a review you are still unhappy, you also have the right to apply to the Scottish Information Commissioner, who can be contacted at Kinburn Castle, St Andrews, Fife, KY16 9DS, or via their [online Appeal form](http://www.itspublicknowledge.info/Appeal).

If you have any queries about this letter, please contact me at the above address.

Yours sincerely

**Elizabeth Lawrence**

**Eliabeth Lawrence**

Communications Lead

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[**https://nhsnss.org/services/information-technology/**](https://nhsnss.org/services/information-technology/)