

# GREATER LONDON AUTHORITY

[REDACTED]  
(By email)

Our Ref: MGLA270521-4229

23 June 2021

Dear [REDACTED]

Thank you for your request for information which the Greater London Authority (GLA) received on 25 May 2021. Your request has been considered under the Freedom of Information Act 2000.

Please find below the information we hold within the scope of your request:

**1. Do you currently use any form of electronic signing tool?**

No

**2. If yes, who is your current provider? When does the contract expire? How much does it cost per year? How many licences (users or transactions) do you have?**

N/A

**3. How many documents do you send for signature / approval annually? What % are printed?**

The GLA does not hold this information

**4. Are your signing processes primarily paper-based?**

No

**5. What is your current annual spend on paper, postage and document storage?**

Postage - £23000.00

Paper - £17087.32 (paper for City Hall and Union Street)

Document Storage (Archiving, hard copy) - £13122.66 for City Hall and Union Street.

For other document storage such as Sharepoint, costs can be obtained from TG.

**6. Do you currently have any active projects or initiatives aimed at reducing the amount of paper-based processes?**

Yes - Currently reducing size of printer fleet.

**7. If so, who is leading it?**

Head of Information Technology

**8. How much employee time is it taking to create, send, chase and store documents that require signature?**

The GLA does not record this information

**9. How many employees do you have?**

Information regarding the number of staff at the GLA is available in the Workforce Reports on the GLA's website:

<https://www.london.gov.uk/about-us/governance-and-spending/spending-money-wisely/salaries-expenses-benefits-and-workforce-information>

**10. What percentage of employees work remotely?**

Currently, due to COVID-19 restrictions and in line with the appropriate government guidance, the majority of our workforce are temporarily working remotely. On an on-going basis, we do not have any employees specifically contracted to work remotely. We have a flexible working policy and a remote working protocol that allows employees to work remotely when agreed with their line managers, but this is not recorded, so we do not hold any records relating to the percentage of employees who work remotely.

**11. Can you provide names and contact details for the following people within your organisation?**

- 1. CIO / IT Director**
- 2. Head of IT**
- 3. Head of Digital Transformation**
- 4. Head of Housing Operations**
- 5. Head of Legal**
- 6. Head of HR**
- 7. Head of Legal Services**

The GLA's senior staff and organisational structure can be found online at [https://www.london.gov.uk/sites/default/files/senior\\_management\\_team\\_june\\_2021.pdf](https://www.london.gov.uk/sites/default/files/senior_management_team_june_2021.pdf) and the contact form is at <https://www.london.gov.uk/about-us/contacting-city-hall-and-mayor>. The Chief Officer leads on Transformation and New Ways of Working. Regarding 5 and 7, Legal services are provided to the GLA by Transport for London Legal (TfL Legal), under a shared services agreement. TfL Legal is overseen by the Legal Director, Andrea Clarke <https://tfl.gov.uk/help-and-contact/>

**12. Do you currently use any of the following Microsoft applications?**

- 1. O365 - Yes**
- 2. SharePoint - Yes**
- 3. Teams - Yes**
- 4. Dynamics - No**
- 5. Power Automate - No**

**13. Do you use any Adobe products? If yes, which ones?**

Document reader, Acrobat Pro DC, Captivate, All apps, Single Apps

**14.1 What primary software systems do you use? (Deployed Systems, Product Name, Vendor, Version, Contract end date & Number of licenses)**

**1. Human Resources**

Deployed Systems – HR system  
Product Name – iTrent  
Vendor – MHR  
Version – n/a  
Contract end date – 31/3/22  
Number of licenses – 1,500

**2. Patient related**

N/A

**3. Legal Services**

The GLA does not hold this information – shared service at Transport for London

**4. Email and Collaboration**

M365 E3 licences x 2182 contact end date 30 April 2023

If you have any further questions relating to this matter, please contact me, quoting the reference MGLA270521-4229.

Yours sincerely

  
**Information Governance Officer**

If you are unhappy with the way the GLA has handled your request, you may complain using the GLA's FOI complaints and internal review procedure, available at:

<https://www.london.gov.uk/about-us/governance-and-spending/sharing-our-information/freedom-information>