

GREATER LONDON AUTHORITY

[REDACTED]
[REDACTED]

Our Ref: MGLA210918-3499

15 October 2018

Dear [REDACTED]

Thank you for your request for information which the Greater London Authority (GLA) received on 21 September 2018. Your request has been dealt with under the Freedom of Information Act 2000.

Your requests and the information that we hold in scope are below:

1. What is the name of the organisation/service/authority you represent?

The Greater London Authority

2. If the information I am requesting is available elsewhere (eg, s21) please can you tell me where I can find it?

N/A

3. What is the name of the software you use to manage, process and respond to complaints received? (if not applicable or available elsewhere enter N/A)

WriteOn – the GLA's correspondence management system for processing correspondence between the Public and the Mayor of London, the Authority and staff, including any complaints and FOI/EIR requests

4. How much does the software in question 3 cost? (if not applicable or available elsewhere enter N/A)

£10,250.00

5. When is the software in question 3 due for renewal? (if not applicable or available elsewhere enter N/A)

31 March 2019

6. What is the name of the software you use to manage, process and respond to FOI/EIR requests? (if not applicable or available elsewhere enter N/A)

WriteOn, as above

7. How much does the software in question 6 cost? (if not applicable or available elsewhere enter N/A)

See our response to question 4

8. When is the software in question 6 due for renewal? (if not applicable or available elsewhere enter N/A)

See our response to question 5

9. What is the name of the software you use to manage, process and respond to SAR requests? (if not applicable or available elsewhere enter N/A)

We do not use any specialist/dedicated software for managing Subject Access Requests.

10. How much does the software in question 9 cost? (if not applicable or available elsewhere enter N/A)

N/A

If you have any further questions relating to this matter, please contact me, quoting the reference MGLA210918-3499.

Yours sincerely

Ruth Phillips
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>