

GREATER LONDON AUTHORITY

[REDACTED]
(By email)

Our Ref: MGLA230621-6523

13 July 2021

Dear [REDACTED]

Thank you for your request for information which the Greater London Authority (GLA) received on 22 June 2021. Your request has been considered under the Freedom of Information Act 2000.

You requested:

1. *What key software applications does the Authority use for:*
 1. *ERP and Finance*
 2. *HR and Payroll*
 3. *Social Care*
 4. *Elections*
 5. *Planning*
 6. *Waste Collection*
 7. *Council Tax*
 8. *Licensing and Compliance*
 9. *Parking*
 10. *Food Hygiene*
2. *Are there any other key software applications that the Authority uses and puts into escrow?*
4. *Within the Authority is there a policy to move towards hosted solutions?*
5. *Is there a generic contact e-mail enquiry address or contact person that deals with escrow at the Authority?*

Our response:

Firstly, I should clarify that the GLA is London's strategic government and does not operate in the same way as local Borough Councils. We are not responsible for council services such as social care, Waste collection, licensing, parking, food hygiene. The GLA is not a billing authority for Council tax. We therefore do not hold the information you have requested for a number of your questions and in London, you would need to contact the individual local Borough Councils: <https://www.london.gov.uk/in-my-area>.

However, the GLA does hold some information in scope of your request. Please find below the information we hold within the scope of your request

Software applications

ERP/Finance

SAP (provided via a shared service with Transport for London TfL)

HR and Payroll

HR system – iTrent

Recruitment - Havas Engage ATS

Payroll - Outsourced to London Fire Brigade

Elections

[GLRO 20-05 Contract for electronic counting system and related service | London City Hall](#)

Planning

Arcus Global

Other key software applications used by GLA and put into escrow

None

Policy on hosted solutions

In our [IT strategy](#) we mention as an objective *A scalable, cloud-based infrastructure to deal with growth in data* and the use of cloud based systems.

Contact for escrow

N/A

If you have any further questions relating to this matter, please contact me, quoting the reference MGLA230621-6523.

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>