

The Crown Estate Disclosure Log

Case no: 1138
Date received: 29 October 2019
Subject: IT Services
Request response
<p>I am writing in response to your email of 29 October 2019 in which you requested information about our IT services. Your request has been handled in line with the Freedom of Information Act 2000 (FOIA). I will respond to each of your questions in turn.</p> <ol style="list-style-type: none"> <li>1) How many employees are working for your organisation, including full-time, part-time, and contracted staff? As at 30 October 2019, The Crown Estate had 459 employees, 420 full-time and 39 part-time.</li> <li>2) What is your annual intranet budget? We do hold this information but have concluded that section 43 FOIA applies to it, as to disclose this would damage The Crown Estate's commercial interests. When applying section 43, it is necessary to consider whether the public interest in maintaining the exemption outweighs the public interest in disclosing the information. We recognise that there is a legitimate public interest in being open and transparent about spending by The Crown Estate as a public authority, but the disclosure of this specific detail would prejudice The Crown Estate's ability to negotiate competitive prices with future parties and would harm the commercial interests of it as a result. <p>As the revenue surplus of The Crown Estate goes to the public purse, we have decided that the public interest in maintaining commercially robust outcomes in terms of future Crown Estate revenue outweighs the public interest in making them public. There is a public interest in the information being available, but it is a minor one when compared with safeguarding our commercial position for the benefit of the public purse.</p> </li> <li>3) What is your current intranet solution? (e.g. Invotra, Sharepoint, Kahootz, Umbraco) SharePoint</li> <li>4) How long have you been using this solution, and when does your contract expire? Obtained as part of our Microsoft Enterprise agreement, which has a length of four years.</li> <li>5) Do you work with an external partner to supply your intranet? If not, do you develop your intranet internally? We engage an external party to support and develop the intranet.</li> </ol>

- 6) Which team/individual is responsible for managing your intranet internally?  
Business Technology team
- 7) Which other organisations have access to your intranet? Internal use and trusted third parties
- 8) Do you share IT services with other organisations? No
- 9) Are you using the Office 365 suite? If so, which applications from the suite are in use? No
- 10) Who is responsible for your intranet's procurement within the organisation? Tom Moore Head of Business Technology
- 11) Do you use Microsoft's Active Directory to manage your people data? If so, is your Active Directory (AD) managed on-premise or in the cloud? We do hold this information but consider that section 31(1)(a) is engaged in relation to it. This is the exemption for information whose release could prejudice the prevention or detection of crime, which we consider is engaged in this case.  
  
Section 31 is a qualified exemption and is subject to the public interest test. While the release of this information may help to further public understanding of the way the Crown Estate carries out its business, we have concluded that this is outweighed by the potential risks in providing you with the requested information. This is because release of this information may make the Crown Estate more vulnerable to criminal activity by identifying areas of potential weakness, which may in turn increase the likelihood of cyber-attacks in the future and impede the secure running of The Crown Estate's business technology.
- 12) Do you use any other Software as a Service (SaaS) applications? (e.g. Atlassian/Jira, Slack, Trello, Xero) Yes

I hope that this response is helpful. However, if you are not satisfied with the way we have handled your information request, you may appeal our decision which will then be investigated through an internal review. If you are not content with the outcome of that, you have the right to refer any complaint directly to the Information Commissioner's Office (ICO) (contact details are available at: [www.ico.org.uk](http://www.ico.org.uk)). The ICO will usually expect you to have first exhausted our own complaints procedure before raising any concerns with them.