

2 July 2014  
FOIA reference: F0001955

Dear XXXX

I am writing in respect of your recent request of 10 June 2014, for the release of information held by the Civil Aviation Authority (CAA).

Your request:

*“Full details of your organisational structure for your ICT Department, including ICT security, infrastructure, risk, governance and compliance – in addition please include names, job titles and email addresses.*

*Full details of your top 20 suppliers of ICT services and a brief description of the nature and values of the contracts held by them – in addition please include top 10 suppliers who deal with security of your back office and infrastructure”.*

Our response:

Having considered your request in line with the provisions of the Freedom of Information Act 2000 (FOIA), we are pleased to be able to provide the information below.

1. Details of the CAA's Information Services Department (ISD) structure can be found attached. We have, however, removed details of staff that are not in senior, public facing roles in accordance with Section 40(2) of the FOIA as to release the information would be unfair to the individuals concerned and would therefore contravene the first data protection principle that personal data shall be processed fairly and lawfully. (A copy of this exemption can be found below). The Management team roles and emails are provided below:

Lawrence Murtagh – Head of Information Services, [lawrence.murtagh@caa.co.uk](mailto:lawrence.murtagh@caa.co.uk)

Matt Taylor – Head of Business Solutions, [matt.taylor@caa.co.uk](mailto:matt.taylor@caa.co.uk)

Darryl Sampson – Head of Infrastructure, [darryl.sampson@caa.co.uk](mailto:darryl.sampson@caa.co.uk)

Lesley Skibinska – Head of Applications Project Delivery, [lesley.skibinska@caa.co.uk](mailto:lesley.skibinska@caa.co.uk)

Simon Sheeran – Head of IT Service, [simon.sheeran@caa.co.uk](mailto:simon.sheeran@caa.co.uk)

Keith Alabaster – Head of Architecture, [keith.alabaster@caa.co.uk](mailto:keith.alabaster@caa.co.uk)

Gerry Williams – Service Design and Implementation Manager,  
[gerry.williams@caa.co.uk](mailto:gerry.williams@caa.co.uk)

2. The top 20 suppliers are found below. This list includes those who provide all aspects of security used for back office and infrastructure.

CGI (formerly Logica UK Limited)	Application Management and Support	£1,100k
Computacenter UK Ltd	Managed Services, Third Party Contracts, Hardware & Software Supply	£537k
Level 3 (formerly Global Crossing)	WAN and Internet Services	£172k
Danwood Group Ltd	MFD Support, Maintenance & Copy Charges	£155k
CACI Information Solutions	Field Technology Project	£149k
Avensys Ltd	AV Equipment Supply, Installation & Maintenance	£125k
Proact UK (formerly b2net)	Infrastructure Third Party Contracts	£73k
Open Text UK Ltd	LiveLink Maintenance	£67k
Heywood Ltd	Pensions System Support & Maintenance	£63k
Action Corp	Infrastructure & Software Third Party Contracts Renewals	£55k
Softcat Ltd	Infrastructure Third Party Contracts Renewals	£53k
SCC Specialist Computer Centres PLC	Infrastructure Third Party Contracts Renewals	£45k
Getronics (formerly NEC (UK))	Telephony Maintenance	£42k
Point To Point Products Ltd	Citrix Subscriptions & Support	£41k
Equiniti ICS Ltd	SaaS CRM Licensing	£41k

Avoka Europe Ltd	Avoka SmartForm Services	£39k
Ninian Solutions Ltd (Huddle)	Huddle Enterprise Account	£36k
Experian (formerly QAS Ltd)	Quick Address Pro Maintenance Contract	£35k
Infor Global Solutions (Midlands II) Ltd	Cognos Impromptu & Powerplay Support & Maintenance	£31k
NetDimensions Ltd	LMS Hosted Service	£30k

If you are not satisfied with how we have dealt with your request in the first instance you should approach the CAA in writing at:-

Mark Stevens  
 External Response Manager  
 Civil Aviation Authority  
 Aviation House  
 Gatwick Airport South  
 West Sussex  
 RH6 0YR

[mark.stevens@caa.co.uk](mailto:mark.stevens@caa.co.uk)

The CAA has a formal internal review process for dealing with appeals or complaints in connection with Freedom of Information requests. The key steps in this process are set in the attachment.

Should you remain dissatisfied with the outcome you have a right under Section 50 of the Freedom of Information Act to appeal against the decision by contacting the Information Commissioner at:-

Information Commissioner's Office  
FOI/EIR Complaints Resolution  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF  
[www.ico.gov.uk/complaints.aspx](http://www.ico.gov.uk/complaints.aspx)

Should you wish to make further Freedom of Information requests, please use the e-form at <http://www.caa.co.uk/foi>.

Yours sincerely

Rick Chatfield  
Information Rights and Enquiries Officer

## **CAA INTERNAL REVIEW & COMPLAINTS PROCEDURE**

- The original case to which the appeal or complaint relates is identified and the case file is made available;
- The appeal or complaint is allocated to an Appeal Manager, the appeal is acknowledged and the details of the Appeal Manager are provided to the applicant;
- The Appeal Manager reviews the case to understand the nature of the appeal or complaint, reviews the actions and decisions taken in connection with the original case and takes account of any new information that may have been received. This will typically require contact with those persons involved in the original case and consultation with the CAA Legal Department;
- The Appeal Manager concludes the review and, after consultation with those involved with the case, and with the CAA Legal Department, agrees on the course of action to be taken;
- The Appeal Manager prepares the necessary response and collates any information to be provided to the applicant;
- The response and any necessary information is sent to the applicant, together with information about further rights of appeal to the Information Commissioners Office, including full contact details.

**Freedom of Information Act: Section 40**

(1) Any information to which a request for information relates is exempt information if it constitutes personal data of which the applicant is the data subject.

(2) Any information to which a request for information relates is also exempt information if-

(a) it constitutes personal data which do not fall within subsection (1), and

(b) either the first or the second condition below is satisfied.

(3) The first condition is-

*in a case where the information falls within any of paragraphs (a) to (d) of the definition of "data" in section 1(1) of the Data Protection Act 1998, that the disclosure of the information to a member of the public otherwise than under this Act would contravene-*

(i) any of the data protection principles, or

(ii) section 10 of that Act (right to prevent processing likely to cause damage or distress), and

(a) in any other case, that the disclosure of the information to a member of the public otherwise than under this Act would contravene any of the data protection principles if the exemptions in section 33A(1) of the Data Protection Act 1998 (which relate to manual data held by public authorities) were disregarded.

(4) The second condition is that by virtue of any provision of Part IV of the Data Protection Act 1998 the information is exempt from section 7(1)(c) of that Act (data subject's right of access to personal data).

(5) The duty to confirm or deny-

(a) does not arise in relation to information which is (or if it were held by the public authority would be) exempt information by virtue of subsection (1), and

(b) does not arise in relation to other information if or to the extent that either-

(i) the giving to a member of the public of the confirmation or denial that would have to be given to comply with section 1(1)(a) would (apart from this Act) contravene any of the data protection principles or section 10 of the Data Protection Act 1998 or would do so if the exemptions in section 33A(1) of that Act were disregarded, or

(ii) by virtue of any provision of Part IV of the Data Protection Act 1998 the information is exempt from section 7(1)(a) of that Act (data subject's right to be informed whether personal data being processed).

(6) In determining for the purposes of this section whether anything done before 24<sup>th</sup> October 2007 would contravene any of the data protection principles, the exemptions in Part III of Schedule 8 to the Data Protection Act 1998 shall be disregarded.

(7) In this section-

"the data protection principles" means the principles set out in Part I of Schedule 1 to the Data Protection Act 1998, as read subject to Part II of that Schedule and section 27(1) of that Act;

"data subject" has the same meaning as in section 1(1) of that Act;

"personal data" has the same meaning as in section 1(1) of that Act.

# ISD Org Chart – Jan 2014

