FOI Request - Software Asset Management - 101002777386

Question number	Question	Expected responses	Response - use drop down where possible
1	Do you have a hardware inventory detailing your end-user devices and servers?	Yes or No	Yes
2	Answer this question if your response to **question 1** was **yes**, do your change management processes (including service catalogue) integrate into the hardware inventory?	Yes, No, or Not applicable	No
3	Do you have a software licence entitlement inventory for software used on end-user devices and servers?	Yes or No	No
4	Do you have a software inventory of software that is installed on your end-user devices and servers?	Yes or No	Yes
5	Do you produce and investigate exception reports for the following inventories:		
5a	Hardware inventory	Yes or No	Yes
5b	Software licence entitlement inventory	Yes or No	Yes
5c	Software inventory	Yes or No	Yes
6	What percentage of end-user devices and servers that are in your hardware inventory are covered by your software inventory?	<25%, 25 - 50%, 50 - 75%, 75 - 85%, 85 - 95%, 95 - 100%, or Don't know	95 - 100%
7	Do you have the capability or resources to identify unlicensed software installations?	Yes or No	No
8	Do you have policies, rules and procedures that manage the software life cycle?	Yes - covers the full life cycle, Yes - covers part of the life cycle, or No - does not cover the life cycle	Yes - covers the full lifecycle
9	Do you have policies, rules and procedures that manage the hardware life cycle?	Yes - covers the full life cycle, Yes - covers part of the life cycle, or No - does not cover the life cycle	Yes - covers the full lifecycle
10	Do your current software asset management processes guarantee software licence compliance?	Yes or No	No
11	Do you perform software usage tracking?	Yes or No	Yes
12	Do you identify and reuse unused software licences?	Yes or No	Yes
13	Answer this question if your response to **question 12** was **yes**, does your authority have processes in place to reuse these licences before buying new ones?	Yes, No, or Not applicable	Yes
14	Do your current processes allow the alignment of investments in IT with strategic objectives?	Yes or No	Yes
15	Do you have a centralised team for purchasing software licences?	Yes or No	Yes
16	Do you have the following inventories:		
16a	Authorised software	Yes or No	Yes
16b	Unauthorised software	Yes or No	Yes
17	Do you have a list of recommended software for employees to use?	Yes or No	Yes
18	Do you promote the use of existing systems or software before buying new systems or software?	Yes or No	Yes
19	Does your software asset management programme integrate into the following areas:		
19a	Relationship and contract management	Yes or No	Yes
19b	Financial management	Yes or No	Yes
19c	Service level management	Yes or No	Yes
19d	Risk management	Yes or No	Yes
20	What was your total number of employees at the end of each of the following calendar years?		
20a	2016 all figures as of 31/12	Numerical value	5198
20b	2017 all figures as of 31/12	Numerical value	5274
20c	2018 all figures as of 31/12	Numerical value	5104
20d	2019 all figures as of 31/12	Numerical value	5000
20e	2020 all figures as of 31/12	Numerical value	5055
21	What was the total number of end-user devices you had at the end of the following calendar years?		

21a	2016	Numerical value	N/A
21b	2017	Numerical value	N/A
21c	2018	Numerical value	N/A
21d	2019	Numerical value	N/A
21e	2020	Numerical value	8300
22	What was the total number of servers you had at the end of the following calendar years?		
22a	2016	Numerical value	N/A
22b	2017	Numerical value	N/A
22c	2018	Numerical value	N/A
22d	2019	Numerical value	N/A
22e	2020	Numerical value	305
23	How much did you spend on software licences for new purchases or renewals during the following years (excluding fines or settlements)?		
23a	2016	Numerical value	N/A
23b	2017	Numerical value	N/A
23c	2018	Numerical value	£1.6m
23d	2019	Numerical value	£1.7m
23e	2020	Numerical value	£2.2m
24	Is there a link between your software asset management processes and your IT security processes?	Yes or No	Yes
25	What was the total number of cybersecurity incidents (breaches or data loss) that occurred in the following years?		
25a	2016	Numerical value	0
25b	2017	Numerical value	0
25c	2018	Numerical value	0
25d	2019	Numerical value	0
25e	2020	Numerical value	0
26	How many of the incidents noted in **question 25** have caused downtime in the following years?		
26a	2016	Numerical value	0
26b	2017	Numerical value	0
26c	2018	Numerical value	0
26d	2019	Numerical value	0
26e	2020	Numerical value	0
27	What was the total number of fines or settlements related to software licensing that you incurred in the following years?		
27a	2016	Numerical value	0
27b	2017	Numerical value	0
27c	2018	Numerical value	0
27d	2019	Numerical value	0
27e	2020	Numerical value	0
28	How much did you spend during the following years relating to fines or settlements regarding software licensing?		
28a	2016	Numerical value	-
28b	2017	Numerical value	-
28c	2018	Numerical value	-
28d	2019	Numerical value	-
28e	2020	Numerical value	-
29	Do you have a team partially or fully dealing with software asset management?	Yes or No	Yes
30	Answer this question if your response was **yes** to **question 29**, is this outsourced to another organisation?	Yes, No, or Not applicable	No
31	Answer this question if your response was **no** to **question 30**, how many full-time employees (or equivalent) do you have working on this?	Yes, No, or Not applicable	0.5