



An Roinn Gnóthaí Eachtracha
Department of Foreign Affairs

Our Ref: Fol/Req/21/122

Date: 25 June 2021

Dear Bella Hudson,

I refer to the request which you have made under the Freedom of Information Act 2014 for access to records held by this Department, as follows:

Under the Freedom of Information Act, please could I request the following information:

1) Please advise what technologies (including version) you use for:

| | Name of technology | Version used |
|-----------------------|---------------------------|---------------------|
| HR | | |
| Payroll | | |
| L&D | | |
| Finance | | |
| Procurement | | |
| Contact Centre | | |

2) Please advise if any of the following services are outsourced to third parties, and if so, when does the contract end?

| | Outsourced? | If so, name of organisation outsourced to | Contract end date |
|-----------------------|--------------------|--|--------------------------|
| HR | | | |
| Payroll | | | |
| L&D | | | |
| Finance | | | |
| Procurement | | | |
| Contact Centre | | | |

I refer also to the acknowledgement of your request which was sent to you on 16 June 2021.

The FOI Act provides for a right of access to records held by an FOI body. Requests for information or for answers to questions, as opposed to requests for records, are not valid requests under the Act, except to the extent that a request for information or for an answer to a question can reasonably be inferred to be a request for a record containing the information or answer sought.

I have therefore made a decision to refuse your request on administrative grounds under Section 15 (1) (b) of the FOI Act.

Section 15 (1) (b) of the FOI Act states that;

“A head to whom an FOI request is made may refuse to grant the request where — (b) the FOI request does not comply with Section 12 (1) (b)”

The requirement under Section 12 (1) (b) of the FOI Act is that the request must contain “sufficient particulars in relation to the information concerned to enable the record to be identified”.

Right of Appeal

Should you wish to appeal this decision, you may do so in writing to the Freedom of Information Unit, Department of Foreign Affairs and Trade, 76-78 Harcourt Street, Dublin 2 or by email to foi@dfa.ie. A fee applies for an appeal for access to non-personal information; the level of this fee has been set at €30, (€10 for medical card holders). A copy of the medical card should be provided to avail of the reduced fee. For methods of payment, please contact FOI Unit at foi@dfa.ie, or 01-4082618.

You should make your appeal within 4 weeks (20 working days) from the date of this notification. However, the making of a late appeal may be permitted in appropriate circumstances. The appeal will involve a complete reconsideration of the matter by a more senior member of the staff of this Department.

Yours sincerely

David Ormond
FOI Unit
Department of Foreign Affairs