



26 July 2021
Reference: F0005334

Dear ,

Thank you for your request of 28 June 2021, for the release of information held by the Civil Aviation Authority (CAA).

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

Your request and our answers:

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

	Name of technology
HR	SAP Success Factors
Payroll	e-Payfact
L&D	Cardinus
Finance	SAP Business by design
Procurement	SAP Business by design
Contact Centre	Cirrus

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

Civil Aviation Authority

Aviation House, Beehive Ring Road, Crawley, West Sussex RH6 0YR. www.caa.co.uk

Email: foi.requests@caa.co.uk

	Outsourced?	If so, name of organisation outsourced to	Contract end date
HR	Yes	Supported by Veritas Prime	September 2022
Payroll	Yes	CGI	December 2022
L&D	Yes	Cardinus	July 2022
Finance	Yes	Supported by Orchard House	September 2022
Procurement	Yes	Supported by Orchard House	September 2022
Contact Centre	No	Not Applicable	July 2021 (To be renewed for a further year)

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:-

██████████@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 out in the attachment. A request for an internal review should be submitted within 40 working days of the date of this letter.

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

Information Commissioner's Office
 FOI/EIR Complaints Resolution
 Wycliffe House
 Water Lane
 Wilmslow
 SK9 5AF

<https://ico.org.uk/concerns/>

If you wish to request further information from the CAA, please use the form on the CAA website at <http://publicapps.caa.co.uk/modalapplication.aspx?appid=24>.

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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.

