

**Subject:** Request for information regarding details of the technologies used by NRS.

**FOI reference:** 202100189655

**Date received:** 30 March 2021

**Date responded:** 23 April 2021

**Information requested:**

Request for details of the technologies (including version numbers) used in National Records of Scotland (NRS) and also whether particular services are outsourced to third parties, and if so when the contracts end.

**NRS Response:**

The answer to these questions are provided in the tables below.

1. Technologies used in NRS

	Name of technology	Version used
HR	Supplied by SG	n/a
Payroll	Supplied by SG	n/a
L&D	1. SG Learning portal supplied by SG  2. NRS - hosted Learning Management System (LMS) with compliance reporting functionality	1. n/a  2. Information exempt
Finance	Supplied by SG	n/a
Procurement	Supplied by SG	n/a
Contact Centre	1. Supplied by SG  2. NRS uses Assyst and Jira for ticketing services.	1. n/a  2. Information exempt

Most of the technologies that have been enquired about NRS uses are provided by the Scottish Government (SG) and you may wish to enquire about these by contacting SG directly by writing to:

General Enquiries Scottish Government  
St. Andrew's House  
Regent Road

Edinburgh  
EH1 3DG

Email: [ceu@gov.scot](mailto:ceu@gov.scot)

While our aim is to provide information whenever possible, in this instance we are unable to provide version numbers of the technologies used in NRS. This is because an exemption under section 35(1)(a) (prevention or detection of crime) of FOISA applies to that information. The reasons why that exemption applies are explained in the Annex to this letter.

## 2. Services outsourced by NRS

	Outsourced?	If so, name of organisation outsourced to	Contract end date
HR	Supplied by SG	-	N/A
Payroll	Supplied by SG	-	N/A
L&D	Yes	1. EssentialSkillz 2. QA Cloud Academy 3. ITProTV 4. KnowBe4 5. Pluralsight	1. 2/04/2021 2. 25/06/21 3. 21/04/2021 4. 10/02/2024 5. 31/3/20 – 30/3/23
Finance	Supplied by SG	-	N/A
Procurement	Supplied by SG	-	N/A
Contact Centre	Supplied by SG	-	N/A

## **Annex - Reasons for not providing information**

### An exemption applies

An exemption applies to this information under section 35(1)(a) (prevention or detection of crime) of FOISA because its disclosure would be likely to prejudice the prevention or detection of crime. The release of this information would reveal to the world at large details of NRS's infrastructure and processes that a malicious third party could exploit to carrying out a criminal act.

This exemption is subject to the 'public interest test'. Therefore, taking account of all the circumstances of this case, we have considered if the public interest in disclosing the information outweighs the public interest in applying the exemption. We have found that, on balance, the public interest lies in favour of upholding the exemption. We recognise that there is a public interest in disclosing information as part of open and transparent government, and we acknowledge the general interest of the public in our infrastructure and processes. However, the importance of protecting the public by maintaining the security of our networks and protecting public data far outweighs the general interest in this case. There is no public interest in releasing information which could jeopardise the security of the public data we take care to safeguard.