

REQUEST	14258 - Software used for information requests / costs incurred	RESPONSE
	<p>Thank you for your prompt response, the specific requests I refer to are FOIs, EIRs, DSARs, and ME (Member Enquiries from councils).</p> <p>What software you use to process these requests, if any, and if any are used, how much it costs the council each year.</p>	<p><u>FOIs / EIRs / DSARs</u> Civica is used as a Management recording system Sharepoint is used for recording/processing Adobe Acrobat is used for redactions/merging documents Microsoft Excel is used for recording/processing</p> <p>We are unable to provide a response regarding licence costs as this cannot be broken down per team/staff member member.</p> <p><u>Members Enquiries</u> The platform we use to process Members Enquiries is Jadu. The name of the software is Jadu CXM (Customer Experience Management) a digital self service platform that consists of MyAccount, XFP forms, payments and case management. Annual spend £58,500 which includes support, maintenance and upgrades.</p>