Annex

Request

> *The structure of the agency's IT department including, but not limited, to its hierarchy, teams sizes and contract/permanent split. I would also like to request information on whether the development team uses Java or Microsoft programming language, and if Microsoft Dynamics is used as a CRM system and if so, which version.*

Response

1. The FSA's IT is outsourced with a team of six staff forming the Agency's IT department that manages the outsourced service. This team, in order of hierarchy, consists of:

   i)   Head of IT Services – Permanent
   ii)   Senior Service Manager – Permanent
   iii)   Service Support Manager – Permanent
   iv)   ICT Trainer – Permanent
   v)   Project Manager – Permanent
   vi)   IT Business Partner - Permanent

2. The outsourced development team uses Microsoft programming language but not Java.

3. Microsoft Dynamics is not used.