



By Email Only

11 March 2022

Freedom of Information Ref No. FOI81 [REDACTED]

Dear [REDACTED]

Thank you for your Freedom of Information request received on 2 March 2022.

You asked the Money and Pensions Service the following:

“Around 2013, two ‘Independent Shared Service Centres’ were established which are coming to their contract ends in the next year or so. These are known as ISSC1 and ISSC2. This question relates to how your departmental systems are currently provisioned.

- Question 1: Is your department on a shared service or standalone?
- Question 2: If standalone, what is the underlying application technology used for HR, Finance, Payroll and Procurement?
- Question 3: When is the provision of your current software due to be reviewed?”

Money and Pensions Service Response:

On 1st January 2019, Pension Wise, The Money and Pensions Service, and Money Advisory Service merged to form the Money and Pensions Service. The Money and Pensions Service aims to deliver advice relating to pensions, money guidance, debt advice, and consumer protection. Further details can be found on the website:

<https://moneyandpensionservice.org.uk/>.

I can confirm that the Money and Pensions Service holds information relevant to your request.

Question 1: Is your department on a shared service or standalone? Standalone

Question 2: If standalone, what is the underlying application technology used for HR, Finance, Payroll and Procurement? Cloud where possible

Question 3: When is the provision of your current software due to be reviewed? Varies based on the supplier and individual contract.

If you have any queries about my response to your request do not hesitate to contact me.





**Money &
Pensions
Service**

Please remember to quote the reference number above in any future communication.

Yours sincerely,

[Redacted signature]

[Redacted signature]

Complaints & Freedom of Information Officer

Your right to complain under the Freedom of Information Act

If you are not happy with this response you can ask for an internal review by e-mailing foi@maps.org.uk or by writing to Money and Pensions Service, 120 Holborn, London, EC1N 2TD. Any review request should be sent within two months of the date of this letter.

If you are not content with the outcome of an internal review you may apply directly to the Information Commissioner's Office (ICO) for a decision. Generally, the ICO cannot make a decision unless you have exhausted our own complaints procedure.

The ICO can be contacted at: Wycliffe House, Water Lane, Wilmslow Cheshire SK9 5AF
<https://ico.org.uk/global/contact-us/> or telephone 0303 123 1113 or 01625 545745