

**Request for information under the Freedom of Information Act – 2021.955**  
**Released – 17 September 2021**

Thank you for your email received 16 September 2021 requesting information regarding business intelligence and benchmarking tools.

Please find detailed below a summary of your request, together with our response.

**Summary of your original request:**

**1. Does your organisation use a Business Intelligence (BI) solution\*? If yes, please mark an x in the table below against the BI tool/tools the organisation uses**

Yes

<i>BI Tools</i>	<i>Please Mark an 'x'</i>
Actuate	
Alteryx	
Birst	
Bitam	
Board International	
GoodData	
IBM	
Infor	
Information Builders	
Jaspersoft	
Logi Analytics	
Looker	
Microsoft Power BI	
MicroStrategy	
Oracle	
Panorama Software	
Pentaho	
Prognoz	
Pyramid Analytics	
Qlik	X
Salient Management Company	
SAP	
SAS	
Splash BI	
Tableau	
Targit	
Tibco Software	
Yellowfin	
Other	

Chairman John Goulston Chief Executive Paul Bentley

Trust HQ The Oast, Unit D, Hermitage Court, Hermitage Lane, Barming, near Maidstone, Kent ME16 9NT

**2. What was the annual cost of the BI solution for 20/21 (April 2020- March 2021)?**

£12,480

**3. How many users in the organisation use the BI Tool?**

Circa 250

**4. Does the organisation have a dedicated in-house BI/informatics team? If yes, how many FTEs are in the BI/informatics team?**

Yes, 7.6 WTE

**5. Which department do the BI/informatics team report into in the organisation?**

Finance

**6. Could you please provide the name and job title of the person who leads the BI/informatics team?**

It is Trust policy to not release names and contact details of staff below Executive Director Level as this constitutes personal information which is exempt under Section 40(2) in conjunction with Section 40(3A)(a) of the Freedom of Information Act 2000 which relates to 'Personal Information'.

An excerpt of the relevant Freedom of Information legislation can be found below:

**Section 40 – Personal information**

(2) Any information to which a request for information relates is also exempt information if—

(a) it constitutes personal data which does not fall within subsection (1), and

(b) either the first, second or third condition below is satisfied.

(3a) The first condition is that the disclosure of the information to a member of the public otherwise than under this Act

(a) would contravene any of the data protection principles, or

(b) would do so if the exemptions in section 24(1) of the Data Protection Act 2018 (manual unstructured data held by public authorities) were disregarded.

We can confirm that the Executive Director with overall responsibility for business intelligence is Gordon Flack – Director of Finance and Deputy CEO

**7. Does the organisation use a benchmarking tool\*\*? If yes, please mark an x in the table below against the benchmarking tool/tools the organisation uses**

No

**8. What was the annual cost of the benchmarking tool for 20/21 (April 2020- March 2021)?**

Not applicable

**9. Does the organisation subscribe to any benchmarking services? e.g Dr Foster**

Dr Foster and NHS Benchmarking Network

**10. Which departments / specialties are the biggest users of a) BI tools and b) benchmarking tools in the organisation? e.g Finance, HR**

Operational Services

**11. Does your organisation have a data warehouse\*\*\*? If yes, please state if the data warehouse is on premise or in- cloud?**

Yes (hosted sub-contract with MTW HISBI) – on premises

**12. Does the organisation use any other third-party systems to provide managed reporting? If yes, please state the name/names of the other third-party system/systems used? e.g Beautiful Information, Public View**

No