

Freedom of Information Act 2000 - Request Reference Fol/21/413

Business Intelligence Tools

Request Details

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

BI Tools	Please Mark an 'x'
Actuate	
Alteryx	
Birst	
Bitam	
Board International	
GoodData	
IBM	X
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	

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

After considering your request, Cardiff and Vale University Health Board (the UHB) considers this information to be exempt from disclosure under the Freedom of Information Act 2000 (Section 43) Commercial Interests.

This section of the Act sets out an exemption from the right to know if:

- the information requested is a trade secret, or
- Release of the information is likely to prejudice the commercial interests of any person. (A person may be an individual, a company, the public authority itself or any other legal entity).

This exemption was considered by the UHB when deciding whether to disclose information because it considered that in doing so there could be a significant risk in prejudicing the commercial interests of the company in question. As this is a qualified exemption, the UHB is required to complete a public interest test in deciding whether it is in the public's interest to withhold or disclose the information.

In favour of disclosure: There is a public interest in transparency and in the accountability of spending of public funds. Furthermore, it is in the public's interest that public funds be used effectively and that public sector bodies obtain the best value for money when contracting for the provision of services.

Against disclosure: There is a risk of disclosure prejudicing the commercial interests of the UHB by affecting its bargaining position with agencies. This in turn could lead to less effective use of public funds in future. It has been established above that releasing the information under the Freedom of Information Act, to which the UHB is subject, will give an unfair advantage to the supplier's competitors. The UHB believes that there is wider established public interest in companies not being prejudiced merely because they have contracted with a public sector body (as upheld in ICO decision notice FS50473543 ICO v Royal Marsden Hospital Trust).

Decision: The UHB considers that the public interest in withholding the information is greater than the interests in disclosing it and thereby giving unfair commercial advantage to competitors of the supplier to which this information concerns. The UHB believes that disclosure of information in a manner which fails to protect the interests and relationships arising in a commercial context could have the effect of discouraging companies from dealing with the Health Board because of fears that the disclosure of information could damage them commercially. In turn this could then jeopardise the Health Board's ability to compete fairly and pursue its function to bring forward development in the area and obtain value for money. It was therefore decided that it was not in the public's interest to disclose this information.

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

Currently there are 718 IBM active licences allocated. There 6 named users CALS and 725 document CALS for QLIK

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

We have BIS/Informatics teams – 13 WTE

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

Digital & Health Intelligence

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

Head of Business Intelligence

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.

Benchmarking Tools	Please Mark an 'x'
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	
Salient Management Company	
SAP	
SAS	
Splash BI	
Tableau	
Targit	
Tibco Software	
Yellowfin	
Other	X

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

Please see question 2.

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

Yes for example CHKS and the 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

In completing a search for the information requested, the UHB has confirmed that this information is not centrally recorded or collated. To retrieve the information requested would require a manual search through individual records and the UHB considers that this would exceed the limit set within regulations for responding to a request. The UHB has therefore relied upon the Section 12 exemption ('Exemption where cost of compliance exceeds appropriate limit') of the Freedom of Information Act 2000 and is refusing your request.

The UHB has estimated that to complete the work needed to respond to this request would exceed the time limit as set within regulations to respond to a Freedom of Information Act request. Under the Act there is an allowance of two and a half days, or 18 hours, to comply with a request and the cost limit set within the fees regulations for this amount of work (18 hours) is £450 for the UHB. The fees regulations specify that the cost of complying with a request must be calculated at the rate of £25 per hour.

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

Yes – on premise

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

Yes, Signals from Noise

A **Business Intelligence tool is a type of application designed to retrieve, analyse, transform, and report data for business intelligence normally in the form of interactive dashboards*

***A **Benchmarking tool** is used to compare the performance of the business processes and products with the best performances of other companies inside and outside the industry.*

****A **data warehouse** is a type of data management system/central repository of information that is designed to enable and support BI activities, especially analytics.*