

Our Ref: 2015-182

Date: October 2015

**Subject: IT department**

This request asked for the following information:

- *the structure of the office's IT department including, but not limited, to its hierarchy, teams sizes and contract/permanent split.*
- *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.*

The Serious Fraud Office (SFO) IT department and software information is set out below.

IT Department:

Chief Technology Officer x1  
Grade 6, Project Managers x2  
Grade 7, IT Ops Manager/Project Manager x2  
Senior Executive Officer, Team Leader/Senior Developer x2  
Higher Executive Officer, Analyst/Developer x5  
Executive Officer, Administrator x1

CAPITA Service Desk Contract:

Delivery Manager x1 – reports to CTO  
Administrator x1, 1st/2nd Line Support x5, 3rd Line Support x7. The Capita support team report to the Delivery Manager

RAVN Software Support Contract:

Developers x4 – reports to CTO

Split: Permanent staff x10, Contractors x21.

**Software**

Microsoft Dynamics is not used as a CRM system within the SFO, Java and Microsoft programming languages are used within the development team.

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