

# 250703 (172) FOI Digital and Software

**From:** [Freedom of Information](#)  
**To:** [REDACTED]  
**Cc:** [Freedom of Information](#)  
**Subject:** Freedom of Information Request  
**Date:** 03 July 2025 09:03:26  
**Attachments:** [REDACTED]

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Dear [REDACTED]

Thank you for your Freedom of Information request of 8 June 2025. We are responding to you under the Freedom of Information (Scotland) Act 2002 [FOISA].

## FOI REQUEST (8 June 2025)

I am submitting this request under the Freedom of Information (Scotland) Act 2002 to obtain a comprehensive overview of all digital systems and software platforms currently used by your organisation, including any use of Artificial Intelligence (AI) and how such systems are procured, audited, and supported. This request is part of a wider investigation into system duplication, procurement transparency, and digital transformation across Scotland's public sector.

Please treat this as a formal request for the following:

### 1. Full List of Systems Used

Please provide a full list of software systems, platforms, or tools used by your agency across all internal functions (e.g. economic development, grants, HR, finance, project tracking, CRM, compliance, etc.).

For each system, please include:

- a. Name of system/software
- b. Function or purpose
- c. Department or team using it
- d. Vendor/provider
- e. Year first adopted
- f. Whether it is hosted on-premises or cloud-based
- g. Whether it is used exclusively by one team or across multiple functions

### 2. Use of Artificial Intelligence (AI)

Please list any systems, tools, or pilots in use by your organisation which include AI functionality.

For each, please state:

- a. Name of the AI system/platform
- b. Function/purpose (e.g. data analysis, predictive modelling, triaging, virtual assistant, etc.)
- c. Whether it is standalone or part of a broader platform
- d. Current status (pilot, live, under review)
- e. Department or team using it

- f. Year first implemented or piloted

### **3. Procurement Method**

For each system listed above, please provide:

- a. Procurement method used (e.g. direct award, tender, framework)
- b. Whether procurement was led internally or through a shared/national procurement body
- c. If part of a shared or group licensing arrangement, please specify with whom

### **4. Training**

Please provide the following for each system:

- a. Whether training is provided internally, externally, or both
- b. If externally:
  - o Name of external training provider
  - o Value of the contract
  - o Duration of the contract or training agreement

### **5. Audit**

For each system/platform, please confirm:

- a. Whether the system is subject to **internal audit, external audit, both, or neither**
- b. Name(s) of any external audit firms used in the past 5 years in relation to software systems

### **6. Review or Rationalisation Efforts**

Has your agency undertaken any digital system review, software audit, or IT rationalisation exercise in the past **5 years** to:

- a. Identify duplication in platform usage?
- b. Streamline or consolidate digital tools?

If yes, please provide any available reports, findings, or summaries from those exercises.

### **7. Shared Systems**

Are any software systems shared or jointly licensed with other public sector bodies?

If so, please specify:

- a. Name of the system
- b. Name(s) of the partner organisations
- c. The nature of the sharing arrangement (joint funding, licence pooling, etc.)

### **Format**

Please provide this information in a digital format (e.g. Excel, CSV, PDF). If internal inventories, procurement logs, or audit records exist, these may be shared directly.

### **RESPONSE**

We have provided below (***in blue italics***) for each question - a response, if the response is

provided in **Appendix A** (attached) or if we have withheld all or some of the information requested.

For all information withheld we apply Section 35(1)(a) of FOISA – the prevention or detection of crime.

## **1. Full List of Systems Used**

Please provide a full list of software systems, platforms, or tools used by your agency across all internal functions (e.g. economic development, grants, HR, finance, project tracking, CRM, compliance, etc.).

- a. Name of system/software – *we have provided a description of each of SOSE systems in Appendix A. We have not provided the name of each system and apply Section 35(1)(a) of FOISA.*
- b. Function or purpose – *refer to Appendix A*
- c. Department or team using it – *we have provided the number of teams or departments using each system. We have not provided the name of the department or team and apply Section 35(1)(a) of FOISA*
- d. Vendor/provider- *we have not provided information on vendor and apply Section 35(1)(a) of FOISA.*
- e. Year first adopted - *refer to Appendix A*
- f. Whether it is hosted on-premises or cloud-based – *refer to Appendix A*
- g. Whether it is used exclusively by one team or across multiple functions - *refer to Appendix A*

## **2. Use of Artificial Intelligence (AI)**

Please list any systems, tools, or pilots in use by your organisation which include AI functionality.

For each, please state:

- a. Name of the AI system/platform – *Microsoft 365 Copilot*
- b. Function/purpose (e.g. data analysis, predictive modelling, triaging, virtual assistant, etc.) - *Virtual Assistant, Data analysis*
- c. Whether it is standalone or part of a broader platform – *Part of M365*
- d. Current status (pilot, live, under review) - *Pilot with a view to full rollout*
- e. Department or team using it – *There is not any whole department or team using the pilot. The pilot is assigned to specific employees across SOSE.*
- f. Year first implemented or piloted - *2024*

## **3. Procurement Method**

For each system listed above, please provide:

- a. Procurement method used (e.g. direct award, tender, framework) – *refer to Appendix A*
- b. Whether procurement was led internally or through a shared/national procurement body – *refer to Appendix A*

c. If part of a shared or group licensing arrangement, please specify with whom - [refer to Appendix A](#)

#### **4. Training**

Please provide the following for each system:

- a. Whether training is provided internally, externally, or both - [refer to Appendix A](#).
- b. If externally: *SOSE has not used external trainers.*
  - Name of external training provider - *n/a*
  - Value of the contract - *n/a*
  - Duration of the contract or training agreement - *n/a*

#### **5. Audit**

For each system/platform, please confirm:

- a. Whether the system is subject to internal audit, external audit, both, or neither - [refer to Appendix A](#). *All SOSE systems may be subject to both internal and external audit under the right of access of appointed auditors and within the scope of their programmes of work.*
- b. Name(s) of any external audit firms used in the past 5 years in relation to software systems. *None. SOSE has not appointed any external audit firms for software systems review in the past 5 years. Internal or external auditors may subcontract specialist auditors or software system audits.*

#### **6. Review or Rationalisation Efforts**

Has your agency undertaken any digital system review, software audit, or IT rationalisation exercise in the past **5 years** to:

- a. Identify duplication in platform usage? *SOSE use a process where software is requested through IT. This is to carry out Security Assurance and ensure that SOSE do not already have a service or application that can be used instead, this is to stop duplication and avoid unnecessary costs.*
- b. Streamline or consolidate digital tools? If yes, please provide any available reports, findings, or summaries from those exercises. *SOSE use a process where software is requested through IT. This is to carry out Security Assurance and ensure that SOSE do not already have a service or application that can be used instead, this is to stop duplication and avoid unnecessary costs.*

#### **7. Shared Systems**

Are any software systems shared or jointly licensed with other public sector bodies? *SOSE use some shared services provided by other Public Sector Organisations. These are HR and Finance systems, as well as a Payroll platform and a CRM platform provided for limited use.*

If so, please specify:

- a. Name of the system. *We have not provided the name of the shared system and apply Section 35(1)(a) of FOISA*
- b. Name(s) of the partner organisations *We have not provided the name of the partner organisation and apply Section 35(1)(a) of FOISA*

c. The nature of the sharing arrangement (joint funding, licence pooling, etc.) - refer to [Appendix A](#)

### **USE OF FOISA SECTION 35(1)(a) - PREVENTION OR DETECTION OF CRIME.**

As indicated above, SOSE is unable to disclose some of the information requested into the public domain and applies Section 35(1)(a) exemption of the Freedom of Information (Scotland) Act 2002 [FOISA] - prevention or detection of crime.

#### Public interest

Section 35 is a qualified exemption, and we are required to consider the public interest test when applying any qualified exemption. This means we must consider if there is a greater public interest in disclosing the information than there is in withholding it.

Considerations in favour of disclosing the information included balancing public interest in transparency and accountability, with disclosure of specific information about SOSE software systems. However, release of specific systems information or other information that could identify SOSE's software systems would make SOSE vulnerable to crime; namely, a malicious attack on SOSE IT systems. As such, we have concluded that release of this information could prejudice the prevention or detection of crime, by making SOSE IT systems more vulnerable to hacking, therefore facilitating the possibility of a criminal offence being carried out. There is therefore an overwhelming public interest in keeping SOSE IT systems secure by non-disclosure and this outweighs any benefits of information release. It has therefore been decided that the balance of the public interest lies clearly in favour of withholding the information on this occasion.

Please note that this decision does not imply that you intend to engage in any criminal or malicious activities. However, as FOISA is an open access regime, this exemption has been applied to protect SOSE.

You have the right to request a review of the way in which this request has been processed. Should you wish to exercise this right, you will need to contact us within 40 working days of receipt of this email.

If you remain dissatisfied on completion of the review, you have the right to appeal to the Office of the Scottish Information Commissioner and thereafter to the Court of Session on a point of law only:

Scottish Information Commissioner  
Kinburn Castle  
Doubledykes Road  
St Andrews  
Fife  
KY16 9DS  
Telephone: 01334 464610  
[www.foi.scot](http://www.foi.scot)

or for online appeals:

[www.foi.scot/appeal](http://www.foi.scot/appeal)

Regards,

SOSE Corporate Relations Team

[F0I@sose.scot](mailto:F0I@sose.scot)



[www.southofscotlandenterprise.com](http://www.southofscotlandenterprise.com)

Description / Function	Year Adopted	Hosted Cloud/ Local	Team or Dept	Procurement Route	Procurement internally or shared/national procurement body (NPB)	If part of a shared or group licensing arrangement, please specify with whom	Training Internal/External/Both	Audit	Shared System Y/N	Sharing Arrangement
Podcast Hosting	2024	Cloud	1 Department	NA - no cost	NA - no cost	n/a	none/not req	Both	N	
Document and Image Management	2021	Cloud	All departments	Direct award	NPB	n/a	Internal	Both	N	
HR/Finance System	2020	Cloud	All Departments	Shared service	NPB	EIS/SDS	Internal	Both	Y	Licence Pool
Podcast Hosting	2024	Cloud	1 Department	NA - no cost	NA - no cost	n/a	none/not req	Both	N	
Secure Board Docs Platform	2020	Cloud	All Departments	Framework	NPB	n/a	Initial by vendor. Then Internal	Both	N	
Screen Capture	2021	Local Instal	3 Departments	Direct award	NPB	n/a	none/not req	Both	N	
Graphic & Content Design	2020	Cloud	1 Department	Direct award	NPB	n/a	none/not req	Both	N	
Graphic & Content Design	2021	Local	1 Department	NA - no cost	NA - no cost	n/a	none/not req	Both	N	
M365 Backup solution	2023	Cloud	1 Department	Framework	NPB	n/a	none/not req	Both	N	
Payroll Platform	2022	Cloud	All departments	Shared Service	NPB	EIS/SDS	Internal	Both	Y	Licence Pool
Performance & Development Platform	2021	Cloud	All departments	Framework	NPB	n/a	Internal	Both	N	

Image and Video API (SOSE APP Requirement)	2021	Cloud	1 Department	NA - no cost	NA - no cost	n/a	none/not req	Both	N	
Expenses Platform	2023	Cloud	All departments	Framework	NPB	n/a	Internal	Both	N	
Website Cookie Management	2022	Cloud	1 Department	NA - no cost	NA - no cost	n/a	none/not req	Both	N	
Dynamics 365 Platform	2020	Cloud	2 Department	Shared Service	NPB	EIS/SDS	Internal	Both	Y	Licence Pool
Finance Software for VAT	2023	Cloud	1 Department	Direct award	NPB	n/a	Internal	Both	N	
Event sign-up Platform	2021	Cloud	1 Department	NA - no cost	NA - no cost	n/a	none/not req	Both	N	
App Development Software - Track analytics, send notifications.	2021	Cloud	1 Department	NA - no cost	NA - no cost	n/a	none/not req	Both	N	
Allow Direct Debit Collection Services using BoS Smartcard	2023	Local	1 Department	NA - no cost	NA - no cost	n/a		Both	N	
Fleet Management Portal for EV Scheme	2022	Cloud	All departments	Framework	NPB	n/a	Internal	Both	N	
Free Mass Staff Alerting solution	2024	Cloud	2 Department	NA - no cost	NA - no cost	n/a	Internal	Both	N	
Website analytics	2020	Cloud	1 Department	NA - no cost	NA - no cost	n/a	none/not req	Both	N	
Typing assistant	2024	Cloud/Local Install	1 Department	NA - no cost	NA - no cost	n/a	Internal	Both	N	
Social Media Scheduling	2020	Cloud	1 Department	Direct award	NPB	n/a	none/not req	Both	N	

Risk Management Platform	2021	Cloud	All departments	Framework	NPB	n/a	Initial by Vendor. Then Internal	Both	N	
Online LMS Platform	2023	Cloud	All departments	Direct award	NPB	n/a	Initial by Vendor. Then Internal	Both	N	
Microsoft Teams/SharePoint/Email/Other Apps	2020	Cloud	All departments	Direct award	NPB	n/a	Internal	Both	N	
E- Newsletter creation	2021	Cloud	1 Department	Direct award	NPB	n/a	none/not req	Both	N	
Microsoft Azure Services Microsoft Power Platform MDCA - CloudSecurity	2020	Cloud	All departments	Framework	NPB	n/a	Internal	Both	N	
Cyber Awareness Training	2022	Cloud	All departments	Framework	NPB	n/a	Internal	Both	N	
Database App for Apps (SOSE App Requirement)	2021	Cloud	1 Department	NA - no cost	NA - no cost	n/a	none/not req	Both	N	
In-House CRM System	2025	Cloud	All departments	NA	NA - no cost	n/a	Internal	Both	N	
Business Rules Engine - MySOSE	2022	Local	None. part of a System	Direct award	NPB	n/a	none/not req	Both	N	
Plug in for time scheduling	2024	Local Instal	1 Department	Direct award	NPB	n/a	none/not req	Both	N	
In browser training tool	2025	Local Instal	All Departments	Direct award	NPB	n/a	Initial by vendor. Then Internal	Both	N	
Occ Health provider	2020	Cloud	1 Department	Framework	NPB	n/a	Initial by vendor. Then Internal	Both	N	
Survey solution	2022	Cloud	1 Department	Direct award	NPB	n/a	Initial by vendor. Then Internal	Both	N	

Social Media Scheduling	2025	Cloud	1 Department	Direct award	NPB	n/a	Internal	Both	N	
Animated presentations and animated videos creator	2025	Cloud	1 Department	Direct award	NPB	n/a	none/not req	Both	N	
Digital Maps	2024	Cloud	1 Department	Direct award	NPB	n/a	none/not req	Both	N	
Mapping software	2021	Cloud	4 Departments	Direct award	NPB	n/a	Initial by vendor. Then Internal	Both	N	
Booking and Visitor Mgt Platform	2022	Cloud	All Departments	Direct award	NPB	n/a	Internal	Both	N	
Corporate Training	2023	Cloud	All Departments	Direct award	NPB	n/a	none/not req	Both	N	
PowerPoint Presentation Slide Templates	2022	Cloud	All Departments	Direct award	NPB	n/a	none/not req	Both	N	
Podcast Hosting	2024	Cloud	1 Department	NA - no cost	NA - no cost	n/a	none/not req	Both	N	
Data provided for cycling route.	2023	Cloud	1 Department	Tender	Internal	n/a	Initial by Vendor. Then Internal	Both	N	
Website Mgt Portal	2020	Cloud	1 Department	NA - no cost	NA - no cost	n/a	Initial by Vendor. Then Internal	Both	N	
PR & Comms Monitoring	2024	Cloud	1 Department	Framework	NPB	n/a	Initial by Vendor. Then Internal	Both	N	