

10 August 2018

Dear

I am writing in response to your request under the Freedom of Information Act (FOIA) to be provided with information on the questions outlined below in relation to electronic postal systems.

Under FOIA, Estyn is required to:

- (i) confirm or deny whether it holds the information of the description specified in the request
- (ii) communicate the information requested to the applicant

In response, I can confirm the following answers to your list of questions:

1.) **Do you currently operate a Digital Mailroom** (definition; the process of scanning inbound physical mail on arrival at your premises);

- **Yes**
- No
- We do not receive any physical mail

2.) **If you do operate a Digital Mailroom, is it an outsourced service or managed internally?**

- Yes this is outsourced;
 - What is the name of your provider?
 - What is the length and end date of this contract?
 - Are you provided with staff onsite or is post re-directed to the supplier's facility?
- If Managed Internally: **R**
 - Will you be looking to outsource this service in the future? **NO**
 - How many full time employees manage the operation? **1**
- No, we do not operate a Digital Mailroom

3) If you are considering outsourcing this service, when do you expect to start this project?

No Plans, Within 6 months, Within 12 months, Within 18 months, Within 24 months

4) How many physical mail items do you process on a daily basis?

- a. **Under 100 mail items per day**
- b. Between 101-250 per day
- c. 250-500 per day
- d. 500-1000 per day
- e. <1000 per day

5) If you do plan to implement a Digital Mailroom how will you manage the procurement? **N/A**

- OJEU: Yes/No
- Framework: Yes/No -

If yes: Which framework will you use?

- Procurement stage already completed: Yes/No
- We will not be implementing this service.

6) If you already digitise your post, how do you host and share your images?

- EDMS (Electronic Document Management System): Yes/No

If yes: Which EDMS do you use and what is the length of the contract/licence for this service?

- **Shared drives: Yes/No**
- Online portal: Yes/No

If yes: What online portal does your organisation currently use and what is the length of the contract/licence for this service?

- Other:

7) Who is the person responsible at your organisation for Digital Transformation projects of this type and their contact information? **Office Services Manager, Office Services**

I hope that this information is helpful to you.

If you are not satisfied with the response Estyn has made regarding your request for information, you are entitled to request that we review the matter. Your request for a review should be addressed to the Feedback and Complaints Manager, and receive no later than 20 working days after the date of this communication.

If you are still not satisfied, you also have a right to complain to the Information Commissioner, who can be contacted at:

Information Commissioner's Office
Wycliffe House, Water Lane
Wilmslow
Cheshire
SK9 5AF
Tel: 01625 545 745
Fax: 01624 524510
Email: enquiries@ico.gsi.gov.uk

Yours sincerely

Robert Gairey

Swyddog Arweiniol Cyhoeddiadau / Lead Officer: Publications

Estyn

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Mae Estyn yn croesawu gohebiaeth yn Gymraeg a Saesneg. Bydd gohebiaeth a dderbynnir yn y naill iaith neu'r llall yn cael yr un flaenoriaeth.

Estyn welcomes correspondence in both English and Welsh. Correspondence received in either language will be given equal priority.



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