

FOI number: **HBC_FOI_20210160**
Date FOI Received: **18/03/2021**
Department: **Information Digital Services**
Title: **Online form systems**
Description: **Online form systems**

Request: (As Redacted sent by requestor)

1. Do you use online forms for residents to complete using a web browser?
2. Approximately how many online forms do you have?
3. What 3rd party or in-house software do you use to develop your online forms. This may be different from the software used to publish your website.
4. How much did you pay in the most recent financial year for the use of it?
5. What 3rd party or in-house software do you use to publish your online form? This may be different from the software used to publish your website.
6. How much did you pay in the most recent financial year for the use of it?
7. Do you use in-house resources or third parties to develop your online forms?
8. When are your contracts for 3rd party forms development and/or forms publishing software due for renewal?
9. Do you carry out data analysis on your online forms? If so, what product do you use for the analysis?

Response: (Response as Redacted sent by service)

1. Yes
2. 15
3. Ebase Xi
4. £3,700.00
5. Ebase Xi
6. Inclusive of cost in question 4.
7. In-house resource

8. December 2021

9. No

If you have any queries about the processing of your request then please do not hesitate to contact me. Further information explaining the Council's process for responding to information requests together with a complaints/appeals procedure is available in our reception or via our website at:

<https://www.hertsmere.gov.uk/Your-Council/Official-Publications--Guides--Policies/Access-to-Information.aspx>

The Information Commissioner oversees the application of the Freedom of Information Act. You may contact the Information Commissioner at:

Information Commissioners Office
Wycliffe House, Water Lane
Wilmslow
Cheshire SK9 5AF
Telephone: 01625 545700
Website: www.informationcommissioner.gov.uk

Please include the above reference number on all correspondence related to this request.

Thank you for your request.

Kind regards
Information Services

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