

Freedom of Information Request

Date of receipt: 13th January 2023

Date of response: 7th March 2023

Freedom of Information request regarding States of Guernsey IT Failure Review

Request

1. I note that you say (see previous response in FOI 'States of Guernsey IT Failure') '*we are currently carrying out an in-depth review into all the circumstances regarding the recent IT outage*'. The Guernsey Civil Service have an uncomfortable relationship with transparency and accountability which has led to considerable public distrust and often open contempt. How will you ensure that the review is impartial, objective and productive?
2. What role will Agilisys have in this review?
3. Will you please release and make public the full terms of reference for this review?
4. You also say (see previous response in FOI 'States of Guernsey IT Failure'): '*It is considered that the publication of the answers to the FOI request could also prejudice the outcome of the review.*' Please could you explain how this is so? Objective facts are objective facts.
5. Agilisys will have received a considerable amount of public money. How much?

Response provided by the Policy & Resources Committee

1. The review is now being undertaken by an independent third party which has no involvement (past or present) in the delivery of States' IT services – PWC.
2. Agilisys is providing information, analysis and data in response to requests from PWC as part of the review process.
3. The summary report will be published in due course which will also set out the terms of reference.
4. Some of the questions asked in your FOI request mirrored those being examined as part of the independent review. Therefore, any attempt to answer these questions risked prejudicing the review itself and its findings.
5. The value of the contract with Agilisys is set out in the Future Digital Services policy letter (Billet d'Etat X June 2019) which is available at gov.gg ([Future Digital Services - States of Guernsey \(gov.gg\)](#)).