



Date: 10/07/2024
Our ref: 01/FOI/24/012807/M

FREEDOM OF INFORMATION REQUEST REFERENCE NO: 01/FOI/24/012807/M

I write in connection with your request for information dated 18/06/2024, received by Greater Manchester Police (GMP) for the following information:

Updating software is a necessary feature of having serious systems on it. This request follows from this story

<https://it.slashdot.org/story/24/06/18/0516249/nearly-20-of-running-microsoft-sql-servers-have-passed-end-of-support>

In GMP's major systems - the GMPICS successor, finance and personnel - and the operating systems on 'desktops' or whatever is used to access these systems:

- 1) Who is contractually responsible for the updates - an outside contractor or GMP staff?*
- 2) If contractors, do GMP staff check that the latest versions are being installed?*
- 3) If GMP staff, is there an audit process to ensure that it happening?*

Note - I'm not interested in what software is running - you may well not want to disclose that, and I accept that limitation. What I'm interested in here is PROCESS: are you achieving good practice, and is this being audited.

Result of Searches

Following receipt of your request searches were conducted within Greater Manchester Police (GMP) to locate information relevant to your request. I can confirm that the information you have requested is held by GMP.

1. This would depend on the contract. Where the contract stipulates, the service provider performs updates, otherwise, this is done by GMP staff.
2. GMP require that software should be n-1 unless we choose not to move to a later version.
3. We have a change process to provide change governance. The change process applies to both internal and external managed systems. We can check software versions and any that may be behind or out of date.