



Vehicle & Operator Services Agency

**From: Information Access**  
inform@vosa.gov.uk

Information Access Team  
Berkeley House  
Croydon Street  
BRISTOL  
BS5 0DA

**BY E-MAIL**

Our ref: **F0001284**

Tel: 0117 954 2545  
Fax: 0117 954 2546

Date: 22<sup>nd</sup> May 2008

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Dear

## **FREEDOM OF INFORMATION ACT 2000**

I refer to your e-mail of 15<sup>th</sup> May 2008, in which you request information relating to the Vehicle and Operator Services Agency's (VOSA) IT Strategy/Department.

VOSA does not have a separate ICT Strategy or ICT Business Plan for 2008/9. However, the ICT investment strategy is published in our Business Plan for 2008/9 on page 21. This can be accessed by clicking on the link below. A copy of the structure of the Chief Information Office is attached to the covering e-mail. The key holder of the strategy is (@vosa.gov.uk).

<http://www.vosa.gov.uk/vosacorp/repository/2008%20-%202009%20VOSA%20Business%20Plan.PDF>

If you have any queries about the information you have received, please contact me, and I will be happy to assist you. My contact details are given at the head of this letter.

If you are unhappy with the information supplied, you may ask for an internal review. To request an internal review, please write to:

VOSA Corporate Office,  
Berkeley House,  
Croydon Street,  
Bristol,  
BS5 0DA

or email [vosa.corporateoffice@vosa.gsi.gov.uk](mailto:vosa.corporateoffice@vosa.gsi.gov.uk)

giving the reasons for your dissatisfaction. It will help us if you quote the reference number for your case.

If you do not agree with the outcome of the internal review, you may lodge an appeal with the Information Commissioner ([www.informationcommissioner.gov.uk](http://www.informationcommissioner.gov.uk)). The Information Commissioner is an independent official appointed by the Crown to oversee the Data Protection Act 1998, the Freedom of Information Act 2000 and the Environmental Information Regulations 2004.

The Information Commissioner can consider complaints about any aspect of the way in which requests for information have been handled. Please note: the Information Commissioner would be unlikely to consider your complaint if you have not first requested an internal review.

You can write to the Information Commissioner at:

The Information Commissioner's Office  
Wycliffe House,  
Water Lane,  
Wilmslow,  
Cheshire  
SK9 5AF

If you have any queries about this letter, please contact us, quoting reference **F0001284**.

Yours sincerely

Information Access

An executive agency of the  
Department for  
**Transport**