

## PBNI Disclosure Log – Response to Request

Request Reference: 023.28.16  
Date of Request: 5 September 2016  
Date of Response: 29 September 2016

### Request

Under FOI please provide the following information;  
The Total Life Cycle (e.g. 1, 3, 5 years) cost for the PBNI "App" which is located on the Play Store  
The Business Case to support the procurement of the PBNI "App".  
The Total Number of current active users of the App.

### Response

The cost for the current PBNI App is £14,000 over a life cycle of 4 years. This includes £10,000 capital cost and £1000 annually to cover maintenance and ongoing development.

The business case to support the procurement of the PBNI App is attached at [Appendix 1](#).

The total number of current active users is 167 (as at 5 September 2016). The PBNI App is not due to be officially launched until October 2016, when staff will be asked to encourage service users to download it.

If you have any queries about this letter, or if you feel I have misinterpreted your request please contact me. Please remember to quote the reference number above in any future communications.

If you are unhappy with the way PBNI has handled your request, you may ask for an internal review using our complaints procedure. A copy of our [complaints procedure](#) is available on our website [www.pbni.org.uk](http://www.pbni.org.uk). If you are not content with the outcome of the internal review, you have the right to apply directly to the Information Commissioner for a decision.

The Information Commissioner can be contacted at: Information Commissioner's Office,  
Wycliffe House,  
Water Lane,  
Wilmslow,  
Cheshire,  
SK9 5AF.

Please note that PBNI publishes responses to requests for information on its website where we believe there may be a wider public interest. If requests are published they are anonymised i.e. details of the requester are not published.