

Reference: 506331

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Information Rights Adviser
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Freedom of Information: Right to know request

Thank you for your request for information where you asked about the use of public cloud within our IT infrastructure.

This was received by Ofcom on 20 December 2017 and it has been considered under the Freedom of Information Act 2000 (the Act).

Please see our responses to your questions below:

1) *Do you know about the Government's Cloud First policy?*

- Yes
- No

Yes.

2) *Is your organisation using a public cloud for any area of your IT infrastructure?*

- Yes
- No - *If no, please answer questions 6-8*

Yes.

3) *What percentage of your IT infrastructure has already been migrated to the public cloud?*

- *Less than 25%*
- *25% - 50%*
- *50% - 75%*
- *75% - 100%*

25% - 50%.

4) Which area(s) of your organisation's IT infrastructure has/have been migrated (in part or in whole) to the public cloud? Select all that apply.

- Database(s)
- Application(s)
- Security
- Storage
- We have not migrated anything to the cloud

Database(s) and application(s).

5) If you are not 100% cloud first, what is your timeline to migrate the rest of your infrastructure to the public cloud?

- I am 100% cloud
- 6 months or less
- 6-12 months
- 1-2 years
- 2+ years
- No, we don't plan to move everything to the cloud

6 months or less.

6) What barriers to public cloud adoption have you experienced? Select all that apply.

- Lack of skills needed to implement/manage
- Security/compliance concerns
- Budget constraints
- Inability to prove return on investment (ROI)
- Need to continue supporting old, legacy technology
- Vendor lock-in (with a cloud provider)
- Concerns over IT managing multi-vendor environments

Vendor lock-in (with a cloud provider).

7) How many monitoring and management tools are you currently using to gain visibility into your IT infrastructure?

- 1
- 2-3
- 4-5
- 6-7
- 8-9
- 10 or more
- Not sure

1.

8) Are you able to use the same monitoring and management tools for on-premises infrastructure and cloud environments?

- Yes
- No
- Not sure

No.

9) What are the biggest challenges you face when monitoring and managing your public cloud environment? Select all that apply.

- Lack of control and visibility into performance
- Uncertainty where data resides
- Protecting and securing the cloud environments
- Performance downtime
- Determining the most suitable workloads to move to the cloud
- Not fully understanding the benefits of the cloud

This is not a valid request under the Act.

10) Are you seeing the expected ROI from public cloud adoption?

- Yes
- No
- Still can't determine

This is not a valid request under the Act.

If you have any queries, then please contact information.requests@ofcom.org.uk. Please remember to quote the reference number above in any future communications.

Yours sincerely,

Jerin John

If you are unhappy with the response or level of service you have received in relation to your request from Ofcom, you may ask for an internal review. If you ask us for an internal review of our decision, it will be treated as a formal complaint and will be subject to an independent review within Ofcom. We will acknowledge the complaint and inform you of the date by which you might expect to be told the outcome.

The following outcomes are possible:

- the original decision is upheld; or
- the original decision is reversed or modified.

Timing

If you wish to exercise your right to an internal review **you should contact us within two months of the date of this letter**. There is no statutory deadline for undertaking internal reviews and it will depend upon the complexity of the case. However, we aim to conclude all such reviews within 20 working days, and up to 40 working days in exceptional cases. We will keep you informed of the progress of any such review. If you wish to request an internal review, you should contact:

Steve Gettings
The Secretary to the Corporation
Ofcom
Riverside House
2a Southwark Bridge Road

London SE1 9HA

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