

Reference: 567574

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Information Rights Adviser
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31 August 2018

Freedom of Information: Right to know request

Thank you for your request for information where you asked about IT Policy, infrastructure and data.

This was received by Ofcom on 2 August and it has been considered under the Freedom of Information Act 2000 ("the Act").

You asked:

1. *Do you have a procurement policy which supports the use of UK Government IT procurement frameworks, such as G-Cloud and Digital Outcomes and Specialists?*

Yes, our procurement strategies all include an assessment of available framework agreements including the G-Cloud and the Digital Outcomes and Specialists framework agreements.

2. *Has your organisation adopted a strategy or IT policy guidance for using (Please indicate yes or no for each):*

- *Hyperscale public cloud (e.g. AWS / Azure/ Google Cloud Platform)*

Yes.

- *Other cloud (e.g. UK Cloud)*

No.

- *Software as a Service (e.g. Office 365)*

Yes.

- 2.1. *Who is responsible for each?*

The Director of ICT is responsible for all IT Policies.

3. *How many on-premise data centres do you own? (In this context, a 'data centre' is a secure processing facility which hosts one or more IT systems)*

We do not own any data centres.

4. *How many third-party data centres do you use? (i.e. for colocation)*

We use two third-party data centres for colocation.

5. *Do you use cloud for storing data / applications?*

Yes.

6. *Expressed in percentage terms, approximately what proportion of your data and applications are held in:*

- *An on-premise data centre*

None

- *A third-party data centre*

40%

- *Hyperscale public cloud (e.g. AWS / Azure/ Google Cloud Platform)*

60% (SaaS)

- *Other public cloud (e.g. UK Cloud)*

- *Private cloud*

7. *Is your IT primarily managed in-house or is it outsourced?*

Our IT is primarily outsourced.

8. *Do you share your IT infrastructure and services with any other organisation? (i.e. do you have shared services arrangements)*

We do not operate on a shared services model.

9. *Do you have a central IT department?*

Yes, we have a central IT department.

10. *Who in your organisation is responsible for driving your cloud strategy?*

Our Director of ICT is responsible for this.

11. *If your organisation does have a cloud strategy, what are the main drivers? (Please indicate yes or no for each)*

- *Cost savings*

Yes.

- *Scalability*

Yes.

- *Agility*

Yes.

- *Security*

No.

- *Modernisation*

Yes.

- *Other (please specify):*

Cost shift from capex to opex.

12. In the next 12 months are you looking to procure any of the following? (Please indicate yes or no for each)

- *On-premise data centre*

No.

- *Colocation facilities*

No.

- *Physical IT infrastructure*

No.

- *Hyperscale public cloud services (e.g. AWS / Azure/ Google Cloud Platform)*

Yes.

- *Other public cloud services (e.g. UK Cloud)*

No.

- *Private cloud services*

No.

- *Outsourced IT managed services*

Yes.

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:

Jacqui Gregory
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