

Reference: 01565732

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Information Rights Advisor
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27 February 2023

Freedom of Information: Right to know request

Thank you for your request for information in relation to Ofcom's telephony and storage. We received this request on 10 February 2023. We have considered it under the Freedom of Information Act 2000 (the "FOI Act").

Your request and our response

1. Telephony and UC/ Collaboration

a. Please confirm the manufacturer of your telephony system(s) that are currently in place

Nice.

b. When is your contract renewal date?

Q2 2024.

c. Who maintains your telephony system(s)?

Daisy Corporate Services.

d. Do you use Unified Communications or Collaboration tools , if so which ones?

Yes, Microsoft Teams.

2. Microsoft

a) What Microsoft 365 licence do you have across the business e.g. E3, E5

E5.

b) Which partner looks after your Microsoft tenant?

Boxxe Ltd.

c) Where do you host your applications?

AZURE.

*Do you have on-premise infrastructure or do you host your applications in public or private cloud?
Which?*

Hybrid.

3. Storage

a. Does your organisation use on-premise or cloud storage or both?

Both.

b. Please confirm the on-premise hardware manufacturer

The information you requested is being withheld as we consider that it is exempt from disclosure under section 31(1)(a) of the FOI Act. This part of the act deals with information that, if disclosed, would, or would be likely to, prejudice the prevention or detection of crime.

Section 31(1)(a) of the FOI Act is a qualified exemption which means that we have had to consider whether or not the public interest in disclosing the information you have requested outweighs the public interest in withholding the information. In this case, we consider the public interest favours withholding the information.

The attached Annex A to this letter sets out the exemption in full, as well as the factors Ofcom considered when deciding where the public interest lay.

c. Please confirm your cloud storage provider

AZURE.

d. What is your annual spend on cloud storage?

£150k + VAT.

e. How do you back up your data and with who e.g. Backup as a Service

See response to 3b.

I hope this information is helpful. 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,

Temiloluwa Dawodu

If you are unhappy with the response you have received in relation to your request for information and/or consider that your request was refused without a reason valid under the law, you may ask for an internal review. If you ask us for an internal review of our decision, it will be subject to an independent review within Ofcom.

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 responding to 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 information.requests@ofcom.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

Annex A

Section 31 (1) of the FOI Act provides that: Information which is not exempt information by virtue of section 30 is exempt information if its disclosure under this Act would, or would be likely to, prejudice – (a) the prevention or detection of crime;	
Factors for disclosure	Factors for withholding
<ul style="list-style-type: none">• Disclosure would promote general transparency with the public in relation to the products/services Ofcom use, especially since these relate to ICT, and thereby increasing public confidence in how Ofcom carries out its work.	Disclosure of detailed information about Ofcom's IT systems may aid malicious parties to attack the systems concerned. Release of this information will prejudice the prevention of crime by facilitating the possibility of a criminal offence being carried out. Hacking into an IT system is a criminal offence.
Reasons why public interest favours withholding information	
<ul style="list-style-type: none">• We consider that, on balance, the public interest in withholding disclosure of the requested information outweighs the public interest in disclosing the information.<ul style="list-style-type: none">• Disclosure of detailed information about Ofcom's IT systems could be used by offenders to hack into our systems. It is in the public interest for this not to happen to protect Ofcom against a potential cyber-attack so that Ofcom can carry on its work. The more specific any information is, the more useful it may be to an attacker.• The consequences of any successful attack on Ofcom's systems are significant. They include loss of confidential and commercially sensitive stakeholder, and government information and personal data and access to it by third parties. This would also impair trust and confidence in Ofcom as a regulator and impact our ability to carry out our functions.	