

Reference: 1604530

Information Rights
Information.requests@ofcom.org.uk

22 June 2023

Freedom of Information: Right to know request

Thank you for your request for information about Cloud infrastructure.

We received this request on 26 April 2023 and requested clarification on 16 May 2023. We have considered your request under the Freedom of Information Act 2000.

Your request and our response

You asked:

Under the Freedom of Information Act, I would like to request the following information:

1. The duration of time utilising cloud infrastructure.

Ofcom has been using Cloud services for 4 years.

2. The criteria used to choose a cloud provider.

We chose a Cloud supplier based on our requirements, fit with our IT strategy, systems in place at that time and value for money.

3. The percentage of infrastructures employing cloud services.

85% of Ofcom infrastructure is deployed on Cloud services.

4. The supplier of cloud infrastructures used. (AWS/Oracle/Azure etc.)

Our Cloud services are provided by Microsoft Azure.

5. Case studies highlighting the successful implementation of the 'Cloud-first' strategy.

This information is not held.

6. The uptime of the cloud infrastructure.

Our Cloud service is available for 99.99% of the time.

7. The annual budget over the last five years for IT-managed services

Our budget for IT-managed services is £28m over 5 years.

8. Please provide the percentage spent on cloud-managed services. Please provide the percentage of spend for cloud services vs. your annual IT budget.

17% of Ofcom's IT-managed services budget (9% of Ofcom's annual IT budget) was spent on Cloud managed services in 2022/2023.

9. Please also provide your IT Budget as a percentage of your total corporate budget.

Our IT budget represented 22% of the total corporate budget in 2022/23.

I hope this information is helpful. If you have any further queries, then please send them to information.requests@ofcom.org.uk quoting the reference number above in any future communications.

Yours sincerely,

Information requests

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. Further information about this, and the internal review process can be found on the Information Commissioner's Office [here](#).

Alternatively, the Information Commissioner can be contacted at:

Information Commissioner's Office

Wycliffe House

Water Lane

Wilmslow

Cheshire

SK9 5AF