

Reference: 01949543

Information Requests  
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21 February 2025

## Freedom of Information request: Right to know request

Thank you for your request for information about AI readiness. Your request was received on 29 January 2025 and, where relevant, we have considered it under the Freedom of Information Act 2000 (the 'FOI Act').

### Your request and our response

*We are conducting research into the UK public sector's readiness to harness the opportunities presented by artificial intelligence (AI), particularly in light of the government's AI Opportunities Action Plan.*

*Our research aims to understand the current state of AI adoption, infrastructure, and skills development within UK public sector departments and agencies. Please answer the following questions and provide additional context where possible?*

#### *AI Strategy and Planning*

1. *To what extent does your department have a clearly defined and documented AI strategy? Please select one of the following options that applies.*

- A. *No AI strategy in place.*
- B. *Initial discussions or ideas about AI, but no concrete plan.*
- C. *A basic AI strategy is in development or has been drafted.*
- D. *A well-defined AI strategy is in place, but implementation is in the early stages.*
- E. *The AI strategy is being actively implemented with measurable progress.*
- F. *A fully defined and implemented AI strategy is driving significant impact.*

2. *To what extent does your AI strategy or goals align with the AI opportunities action plan? Please select one of the following options that applies.*

- A. *Unaware of the AI opportunities action plan or no attempt to align with it.*
- B. *General awareness of the AI opportunities action plan, but no specific efforts to align.*
- C. *Some aspects of the AI strategy or goals are aligned with the AI opportunities action plan.*
- D. *Conscious effort made to align the AI strategy with the key principles and directions of the AI opportunities action plan.*

- E. *Strong alignment between the AI strategy or goals and the AI opportunities action plan, with clear connections and shared objectives.*
- F. *AI strategy or goals are fully integrated with the AI opportunities action plan, contributing directly to its successful implementation.*

3. *What is the likelihood that your department's AI strategy will be fully implemented within the next two years? Please select one of the following options that applies.*

- A. *Significant obstacles and uncertainties make full implementation unlikely in the next two years.*
- B. *Implementation is in progress but faces challenges that may delay completion.*
- C. *Moderate confidence in achieving full implementation within the timeframe.*
- D. *High likelihood of full implementation, with most key elements in place.*
- E. *Almost certain to achieve full implementation within the next two years.*

4. *How confident is your department that current AI governance structures are adequate for managing AI risks? Please select one of the following options that applies.*

- A. *No AI governance structures in place or serious concerns about their adequacy.*
- B. *Limited AI governance in place, with significant gaps and areas for improvement.*
- C. *Moderate confidence in current AI governance, but some areas of uncertainty remain.*
- D. *Generally confident in the adequacy of AI governance structures to manage most risks.*
- E. *Strong confidence in AI governance, with robust processes and oversight in place.*
- F. *Extremely confident that AI governance structures can effectively manage all foreseeable AI risks.*

With regards to question 1 to 4, we understand these are asking for comments or views, not information already held, and therefore we consider they are not valid requests under the FOI Act.

5. *What percentage of your department's total budget is allocated to AI-related projects this fiscal year? How much is this?*

We do not hold this information.

6. *How does your department or agency assess the economic impact or cost-effectiveness of AI technologies? Please select one of the following options that applies and provide any relevant data or reports on AI's economic benefits.*

- A. *No formal assessment: No systematic approach to evaluating the economic impact of AI.*
- B. *Qualitative assessment: Relies on anecdotal evidence, case studies, or expert opinions to assess the impact of AI.*
- C. *Quantitative assessment: Uses metrics, data analysis, and modelling to measure the economic benefits and costs of AI.*
- D. *Comprehensive evaluation: Includes both qualitative and quantitative assessments, considering a wide range of economic factors and potential impacts.*

Please refer to our response to questions 1 to 4 above.

#### *AI Deployment and Use Cases*

7. *What is your department's current stage of AI deployment? Please select one of the following options that applies.*

- A. *No AI use cases.*
- B. *Exploring opportunities*
- C. *Planning for at least one AI use case.*
- D. *Piloting at least one AI use case.*
- E. *At least one AI use case is fully deployed.*
- F. *Multiple AI use cases fully deployed.*

Option D.

8. *For your most significant AI use case, how confident are you that the expected benefits will be realised? Please select one of the following options that applies.*

- A. *No clear expectations of benefits or serious doubts about achieving them.*
- B. *Some anticipated benefits, but significant uncertainty about their realisation.*
- C. *Moderate confidence in achieving some of the expected benefits.*
- D. *Confident that most of the expected benefits will be realised.*
- E. *Strong confidence that the AI use case will deliver significant benefits.*
- F. *Extremely confident that the AI use case will fully achieve or exceed its intended benefits.*

Please refer to our response to questions 1 to 4 above.

#### *Risk Management and Ethics*

9. *How thoroughly has your department assessed the risks associated with AI deployment? Please select one of the following options that applies.*

- A. *No formal risk assessment conducted for AI deployment.*
- B. *Initial discussions about AI risks, but no systematic assessment.*
- C. *Some areas of AI risk have been assessed, but gaps remain.*
- D. *A moderate risk assessment has been conducted, covering key areas.*
- E. *A comprehensive risk assessment is in place, addressing a wide range of potential risks.*
- F. *A thorough and ongoing risk assessment process is embedded in AI development and deployment.*

Please refer to our response to questions 1 to 4 above. We have risk assessments and Data Protection Impact Assessments ('DPIA') in place for all our relevant projects.

10. *How confident are you that your department is compliant with relevant data protection laws when using AI? Please select one of the following options that applies.*

- A. *Significant concerns about compliance with data protection laws.*
- B. *Limited understanding of data protection requirements for AI.*
- C. *Some measures in place to ensure compliance, but gaps may exist.*
- D. *Reasonably confident in compliance with data protection laws.*
- E. *Strong confidence in data protection compliance, with robust processes in place.*
- F. *Fully confident in compliance with all relevant data protection laws and regulations.*

Please refer to our response to questions 1 to 4 above. We have risk assessments and DPIAs in place for all our relevant projects.

11. *How well does your department ensure transparency in the use of AI in public services? Please select one of the following options that applies.*

- A. *No efforts to ensure transparency in AI use.*
- B. *Limited information provided to the public about AI systems.*
- C. *Some transparency measures in place, but room for improvement.*
- D. *Reasonable transparency in AI use, with public information available.*
- E. *Strong commitment to transparency, with clear communication about AI systems.*
- F. *Full transparency in AI practices, including open data and explainable AI.*

We do not currently use AI in our public functions.

#### *Data Residency and Sovereign Infrastructure*

12. *How does your department or public body ensure that its data storage complies with UK sovereignty and data residency requirements? Please outline any policies or regulations guiding data storage within UK borders.*

We follow all UK's data protection legislation such as the UK GDPR and Data Protection Act 2018.

13. *Can you provide the proportion of data stored within UK-based infrastructure versus foreign cloud services (e.g., US-based providers) within your department/agency?*

We do not hold the proportion requested.

14. *What measures are in place to ensure that your data storage solutions meet national security standards? Please provide details of relevant frameworks or protocols currently implemented.*

Please refer to question 12 above. We also meet ISO27001.

#### *Energy Consumption and Efficiency of AI*

15. *What is the estimated carbon footprint of your department or agency's AI operations (e.g., training, deployment) over the past year? Please include energy consumption figures if available.*

We do not hold this estimate. All our systems are in a number of cloud platforms. See page 57 of Ofcom's Annual report for information about Ofcom's sustainability: [Ofcom Annual Report and Accounts April 2023 to 31 March 2024](#).

16. *How do you track the energy usage of AI workloads, and are there any reporting mechanisms in place for sustainability goals? Please provide relevant metrics or guidelines.*

We do not hold this information.

#### *Data and Infrastructure*

17. *How would you rate the quality of data used for your AI systems? Please select one of the following options that applies.*

- A. *Data quality is poor and unreliable.*
- B. *Data quality is a concern, with significant issues.*
- C. *Data quality is adequate but could be improved.*
- D. *Good data quality with regular validation processes.*
- E. *High data quality with robust quality assurance measures.*
- F. *Excellent data quality with continuous validation and improvement.*

Please refer to our response to questions 1 to 4 above.

18. *What is the level of confidence in your department's digital infrastructure's ability to support current and future AI initiatives? Please select one of the following options that applies.*

- A. *Serious concerns about the infrastructure's ability to support AI.*
- B. *Infrastructure limitations may hinder AI initiatives.*
- C. *Moderate confidence in the infrastructure's capacity for AI.*
- D. *Confident that the infrastructure can adequately support current and near-term AI needs.*
- E. *Strong confidence in the infrastructure's ability to support ambitious AI projects.*
- F. *Extremely confident that the infrastructure is future-proof and ready for any AI challenge.*

Please refer to our response to questions 1 to 4 above.

19. *Does your department or agency currently use a hybrid infrastructure (i.e., a mix of on-premises and cloud services) for its digital operations, including AI applications? Please specify the proportion of services hosted on each type of infrastructure.*

We use a mix of on-premise and cloud services. We are primarily cloud-based but we do not hold details of the proportion.

20. *What factors influence your department's decision-making process when choosing between public cloud, private cloud, or on-premises infrastructure for AI-related projects or services?*

Please refer to our response to questions 1 to 4 above.

21. *What plans or initiatives are in place to ensure your department's digital infrastructure is scalable enough to meet future demands for AI-powered services or technologies over the next 5–10 years?*

We are primarily cloud based.

22. *How does your department or agency ensure the quality of data used in AI-driven projects or services? Please provide any metrics, guidelines, or standards employed for data validation.*

Our Information and Data Governance Framework establishes the principles, roles and responsibilities that ensure information and data are governed appropriately.

#### *Skills and Training*

23. *How effectively is your department upskilling employees to use AI? Please select one of the following options that applies.*

- A. *No upskilling initiatives in place for AI.*
- B. *Limited training available, with little focus on AI skills development.*
- C. *Some training programs offered, but not comprehensive.*
- D. *Effective upskilling programs are in place, providing employees with essential AI skills.*
- E. *A strong focus on AI skills development, with comprehensive training and support.*
- F. *A culture of continuous learning and development, ensuring employees are equipped for the AI-powered future.*

Please refer to our response to questions 1 to 4 above.

24. *Will you be relying on in-house skills for AI strategy development and implementation or seeking third-party services/consultancy?*

Please refer to our response to questions 1 to 4 above.

#### *Future Ambitions*

25. *How confident are you that your department will reach its AI ambitions? Please select one of the following options that applies.*

- A. *Significant doubts about achieving AI ambitions.*
- B. *Low confidence in reaching AI goals.*
- C. *Moderate confidence in achieving some AI ambitions.*
- D. *Confident in achieving most AI goals.*
- E. *Strong confidence in reaching AI ambitions, with clear plans in place.*
- F. *Extremely confident in achieving and exceeding AI ambitions.*

Please refer to our response to questions 1 to 4 above.

If you have any further queries, then please send them to [information.requests@ofcom.org.uk](mailto: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](mailto: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  
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SK9 5AF