

FOI number: **HBC_FOI_20200161**
Date FOI Received: **19/02/2020**
Department: **Information Digital Services**
Title: **Data Centre operations**
Description: **Information on the data centres, investment and business continuity plans including migration to the cloud.**

Request: (As Redacted sent by requestor)

FAO: FOI requests at Hertsmere Borough Council

Under the Freedom of Information Act 2000 I seek the following information:

1. Are the Data Centre's operated by or for the organisation fit for purpose? For example, is there a Business Continuity Plan, is there Disaster Recovery in place or is it a single site?
2. Is there any capital investment in data centres planned in the next 36 months? For example, Mechanical & Electrical or refresh of equipment within the DC such as network, storage area network?
3. Is data privacy and or information security compliance a priority for the organisation's board?
4. On your Organisation's risk register, are there any Information Technology related risks?
 - i) If time/ cost allows, please list the top three related risks.
5. Are the cyber security vulnerabilities within the organisation's existing Information Technology estate increasing?
 - i) Has the organisation had a security breach in the past 12 months?
6. Did the organisation meet its Information Technology savings target in the last Financial Year?
7. What percentage of Information Technology budget is currently allocated to "on-premises" capability vs "cloud" capability?
8. Does the organisation have the skills and resource levels necessary for moving to the cloud?
9. What percentage of the Information Technology department headcount are software developers?
10. In relation to contracts with Amazon Web Services, Microsoft for Azure and/or Google for Google Cloud, was the monthly expenditure higher than budgeted?
 - i) If yes, has the organisation been able to subsequently reduce the cost whilst maintaining service levels for users?

I would prefer to receive this information electronically, preferably as a data set, e.g. in Excel, NOT as a PDF. If the decision is made to withhold some of this data using exemptions in the Data Protection Act, please inform me of that fact and cite the exemptions used.

If some parts of this request are easier to answer than others, I would ask that you release the available data as soon as possible. If you need any clarification then please do not hesitate to contact me. Under Section 16 it is your duty to provide advice and assistance and so I would expect you to contact me if you find this request unmanageable in any way. I would be grateful if you could confirm

in writing that you have received this request, and I look forward to hearing from you within the 20-working day statutory time period.

Yours faithfully

Response: (Response as Redacted sent by service)

1. Yes
2. No
3. Yes
4. <http://www5.hertsmere.gov.uk/democracy/documents/g10566/Public%20reports%20pack%20Wednesday%2029-Jan-2020%2019.30%20Audit%20Committee.pdf?T=10>
5. See below
6. During 2018/19 Hertsmere's Information and Digital Services were delivered within the approved budget.
7. Hertsmere are at an early stage of an aspiration to migrate to a cloud or hybrid cloud platform the majority of our capability remains premise, approximately 90% v 10%.
8. No
9. 0%
10. At this stage we are do not have sufficient information to answer this question.

In response to question 5, on inspecting our records and the information which we hold, it would appear that the information requested is covered by an exemption or exemptions contained within the Act. We are required to explain why we believe this to be the case. The information which you have requested is, in our opinion, exempt from a request under Section 1 of the Freedom of Information Act 2002 because of the exemption contained in Section 35 of the Act.

While we believe the exemption in Section 31(1)(a) applies in this case, we would still be obliged to release this information in respect of your request except for where the public interest in maintaining the exemption outweighs the public interest in disclosing the information. Hertsmere Borough Council acknowledges the significant public interest in openness and transparency and therefore recognises that any request under Section 1 of the Act is potentially in the public interest. However, in dealing with your request we have taken into consideration whether the public interest is best served by disclosing or withholding the information. Disclosure of this information could potentially facilitate cyber-attacks on the Council, which would not be in the public interest. We are not aware of any particular public interest in the subject matter of your inquiry which would outweigh maintaining the exemption.

If you have any queries about the processing of your request then please do not hesitate to contact me. Further information explaining the Council's process for responding to information requests together with a complaints/appeals procedure is available in our reception or via our website at:

<https://www.hertsmere.gov.uk/Your-Council/Official-Publications--Guides--Policies/Access-to-Information.aspx>

The Information Commissioner oversees the application of the Freedom of Information Act. You may contact the Information Commissioner at:

Information Commissioners Office

Wycliffe House, Water Lane
Wilmslow
Cheshire SK9 5AF
Telephone: 01625 545700
Website: www.informationcommissioner.gov.uk

Please include the above reference number on all correspondence related to this request.

Thank you for your request.

Kind regards
Information Services