

Reference Number: FOI/2020/272
From: Private Individual
Date: 30 September 2020
Subject: IT Services and Infrastructure (Cloud and Legacy Systems)

The Freedom of Information Act 2000 (FOIA) provides a right of access any recorded information held by a public authority and to be valid under Section 8 a request must:

- be in writing;
- include the requester's name and an address for correspondence
- describe the information being requested

Guidance issued by the Information Commissioner's Office states that a questionnaire will qualify as an FOIA request provided that the requester has supplied their real name and an address, and at least one of the questions provides a valid description of the information being requested. However, authorities will need to treat each individual question on its merits which means adopting the following approach:

- Respond to any questions that provide a valid description of the information.
- For questions that are unclear, ask the requester for further clarification under Section 1(3).
- If any of the questions fail to meet the criteria for a valid description, issue the requester with a timely response advising that they are invalid under Section 8(1)(c) and explaining why.

Please note we have chosen to provide response to your questionnaire although the questions do not provide valid description of the information being requested

Q1 What approximate percentage of your IT services and infrastructure is in the cloud today?
[Select one answer only]

- 0-10%
- 11-20%
- 21-30%
- 31-40%
- 41-50%
- 51-60%
- 61-70%
- 71-80%
- 81-90%
- 91-100%

A1 0-10%

Q2 And what is a realistic, achievable target of migrating legacy applications to cloud over the next 3years? [Select one answer only]

- 0-10%
- 11-20%
- 21-30%
- 31-40%

- 41-50%
- 51-60%
- 61-70%
- 71-80%
- 81-90%
- 91-100%

A2 41-50%

Q3 Approximately what volume of data is held in legacy systems? [Select one answer only]

- 0 – 10 Terabytes (TB)
- 11 – 50TB
- 51 – 100TB
- 101 - 500TB
- 500TB+

A3 101-500TB

Q4 What are your trust's top five priority reasons for migrating to the cloud and enhancing your data strategy? Cross [x] up to five answers that apply best to your current situation:

- Data security and compliance []
- Improved services and functionality (both internally and for citizens) []
- Improved operating-cost control and flexibility of service []
- Cheaper data storage []
- Improved data and service access for remote workers []
- Reduced admin []
- Service providers help share the load in managing the infrastructure []
- Improved organisational agility []
- Improved insights and opportunities for gathering data []
- Improved testing environments for app/service development []
- Faster implementation and time-to-value/service (i.e. can roll things out faster) []
- Easier to stay up-to-date with latest technologies []
- Other(s), please specify:

A4

- Data security and compliance [X]
- Improved services and functionality (both internally and for citizens) [X]
- Improved data and service access for remote workers [X]
- Service providers help share the load in managing the infrastructure [X] Improved organisational agility [X]

Q5 Which are the biggest challenges you face in implementing your IT strategy? Cross [x] up to five answers that apply best to your current situation:

- Estimating potential lifetime costs and making the case for investment in modern IT solutions []
- Moving vital data and applications from legacy systems to modern architectures without service interruption []
- Lack of an overall/clearly defined strategy []
- Change management []
- Our IT budgets mean we have to upgrade systems in a piecemeal fashion – i.e. one instance at a time []

- Culture change []
- Education / knowledge of available solutions and services []
- Skills shortage (for installing & utilising new systems) []
- Knowing where to use public, private, or hybrid cloud services []
- Vendor lock-in from long-term, existing contracts []
- Fear of future technical or commercial vendor lock-in from new contracts []
- Procurement processes []
- Length of migration process of IT systems []
- Other(s), please specify:

- A5
- Moving vital data and applications from legacy systems to modern architectures without service interruption [X]
 - Change management [X]
 - Culture change [X]
 - Skills shortage (for installing & utilising new systems) [X]