**WBCIR:18333**

I am writing to make a formal request under the Freedom of Information Act 2000. Please may you provide me with:

Cloud computing technologies have become prevalent across various sectors, including the public sector, driven by the Government Cloud First Policy. This policy emphasizes the benefits of cloud technologies, such as scalability, flexibility, and cost-effectiveness, in modernizing government IT systems and delivering better services to citizens. The purpose of this FOI request is to understand the extent of cloud service utilization by councils and the challenges they encounter in adopting these technologies.

**Section 1: Cloud Service Utilization**

Please indicate whether your council currently utilizes cloud services for any of the following purposes.

|  |  |  |
| --- | --- | --- |
| Purpose | Yes/No | If yes, are these public/private/edge. Please provide details |
| Data Storage |   |   |
| Data Processing |   |   |
| Data Sharing |   |   |
| Software Application (SaaS (Software as a Service)) |   |   |
| Platform Application (PaaS (Platform as a Service)) |   |   |

Additionally, please indicate the departments or equivalent services that use cloud services by ticking the relevant boxes below:

Complete the following table with the respective numbers or details

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Department | Number of SaaS Applications | Number of PaaS Applications | Utilized for Data Storage/Processing/Sharing | Number of Locally Hosted Applications |
| Council Tax |   |   |   |   |
| Housing |   |   |   |   |
| Social Care |   |   |   |   |
| Education |   |   |   |   |
| Electoral Roll |   |   |   |   |
| Planning |   |   |   |   |
| Building Control |   |   |   |   |
| Waste Management |   |   |   |   |
| Streets, Roads, Pavements and maintenance parks, museums, and community |   |   |   |   |
| Library Services |   |   |   |   |
| Parking |   |   |   |   |

**Section 2: Cloud Adoption and Management**

**Question 1**

Primary Reasons for Adoption of Cloud Services

1.      What were the main motivations or driving factors behind your council's decision to adopt cloud services?

2.      Please specify the key benefits or advantages that cloud services offer your council in comparison to traditional IT infrastructure.

Assessment of Reliability and Uptime:

1.      How does your council evaluate the reliability of cloud services in terms of system uptime and availability?

2.      Could you provide insights into the criteria or metrics used to assess the reliability and performance of cloud services?

3.      What measures or mechanisms are in place to monitor and ensure uptime levels meet the council's requirements or service level agreements (SLAs)?

**Question 2**

Please provide detailed information regarding your council's compliance efforts, data protection measures, and challenges encountered in utilizing cloud services. Specifically, we are interested in the following:

GDPR Compliance

Please outline the specific measures and processes implemented by your council to ensure compliance with the General Data Protection Regulation (GDPR), including any procedures for data handling, consent management, and data subject rights.

Data Encryption Practices

 Please provide insights into the encryption methods and technologies utilized to secure data stored and transmitted through cloud services.

Data Residency Requirements

 How does your council ensure compliance with data residency requirements, particularly concerning the storage and processing of sensitive data within specific geographic locations?

Backup and Recovery Policies

Please describe the backup and recovery policies implemented by your council to safeguard against data loss and ensure business continuity in the event of disruptions or incidents.

Challenges Related to Data Security

What are the primary challenges or concerns your council faces regarding data security in the context of cloud services? This could include issues such as unauthorized access, data breaches, or vulnerabilities in cloud infrastructure.

Integration Complexity

 Are there any complexities or difficulties encountered when integrating cloud services with existing systems or workflows within your council?

Performance Issues

Have there been any performance-related challenges or limitations experienced with the use of cloud services, such as latency issues, resource constraints, or service disruptions?

**Section 3: SLAs and Cloud Service Performance**

Question 1: Please provide insights into the council's experience with Service-Level Agreements (SLAs) within the G-Cloud framework. Specifically, how have SLAs impacted the council's usage and satisfaction with cloud services procured through G-Cloud? Please include details on adherence to SLA terms and any notable successes or challenges encountered in ensuring reliable and satisfactory cloud service delivery.

**Section 4: Cloud Service Models and Management**

Question 1: Please provide insights into how cloud services are managed within your council. This could include details on how the services are controlled and customized, maintained and updated, as well as the types of agreements and support they come with. Additionally, can you elaborate on how these services are strategically aligned with the needs and goals of your different departments?

Question 2: Please share any notable experiences, challenges, or lessons learned in the process of migrating or managing applications on the identified cloud service models. This may include insights into compatibility issues, integration complexities, or successes achieved in optimizing application performance and resource utilization.

While I am submitting this request in Word format, I kindly request that the responses be provided in Comma Separated Values (CSV) format. The CSV format will facilitate easier analysis and integration with my data processing tools. In the case where you may not have the capability to convert data into the requested format, kindly communicate with me and provide the data in the format you can manage.