



Further to your information request FOI/EIR 24/25-079, please find your question and our response below.

Request:

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	Yes	Public
Data Processing	Yes	Public
Data Sharing	Yes	Public
Software Application (SaaS (Software as a Service))	Yes	Public
Platform Application (PaaS (Platform as a Service))	No	n/a

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

Please note, as a District Council we are not responsible for some of the departments listed below, these will fall under County Council.

Department	Number of SaaS Applications	Number of PaaS Applications	Utilized for Data Storage / Processing / Sharing	Number of Locally Hosted Applications
Council Tax	0	0	0	1
Housing	1	0	0	0
Social Care	n/a	n/a	n/a	n/a
Education	n/a	n/a	n/a	n/a
Electoral Roll	0	0	0	1
Planning	0	0	0	1
Building Control	0	0	0	1
Waste Management	1	0	0	0
Streets, Roads, Pavements and maintenance parks, museums, and community	n/a	n/a	n/a	n/a

Library Services	n/a	n/a	n/a	n/a
Parking	1	0	0	0

Section 2: Cloud Adoption and Management

1. Primary Reasons for Adoption of Cloud Services

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

There is no means of providing a factual response to this question because it is seeking an opinion, therefore it is out of scope of a Freedom of Information request.

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

There is no means of providing a factual response to this question because it is seeking an opinion, therefore it is out of scope of a Freedom of Information request.

Assessment of Reliability and Uptime:

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

There is no means of providing a factual response to this question because it is seeking an opinion, therefore it is out of scope of a Freedom of Information request.

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

There is no means of providing a factual response to this question because it is seeking an opinion, therefore it is out of scope of a Freedom of Information request.

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

SLAs are monitored by their respective Officer. It is the respective Officer's responsibility to ensure compliance with the SLA.

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.

The Council has compulsory annual Data Protection training for all officers. Data Protection Guidance is published on the Intranet. All Data Protection information and Privacy Notices for members of the public are published on our main website.

Data Encryption Practices

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

There is no means of providing a factual response to this question because it is seeking an opinion, therefore it is out of scope of a Freedom of Information request.

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?

All external software, programs and applications have built into their contracts where the data storage will be. If applicable, Standard Contractual Clauses have to be provided.

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.

All departments have Business Continuity plans in place. The ICT department has an overall Business Continuity plan in place. All of these plans are reviewed annually.

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.

There is no means of providing a factual response to this question because it is seeking an opinion, therefore it is out of scope of a Freedom of Information request.

Integration Complexity

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

No

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?

No

Section 3: SLAs and Cloud Service Performance

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.

There is no means of providing a factual response to this question because it is seeking an opinion, therefore it is out of scope of a Freedom of Information request.

Section 4: Cloud Service Models and Management

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?

There is no means of providing a factual response to this question because it is seeking an opinion, therefore it is out of scope of a Freedom of Information request.

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.

There is no means of providing a factual response to this question because it is seeking an opinion, therefore it is out of scope of a Freedom of Information request.

Response:

Please see responses above in blue.

This concludes your request FOI/EIR 24/25-079.

If information has been refused, please treat this as a Refusal Notice for the purposes of the Act.

If you disagree with our decision or are otherwise unhappy with how we have dealt with your request in the first instance you may approach foi@eastcamb.gov.uk and request a review. A request for review must be made in no more than 40 working days from the date of this email.

Should you remain dissatisfied with the outcome you have a right under s50 of the Freedom of Information Act to appeal against the decision by contacting the Information Commissioner, Wycliffe House, Water Lane, Wilmslow SK9 5AF.