



Resolution

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April 2020
FOI 4408

The following information was requested on 09 March 2020.

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.

Our Response

We have set out our response to these questions under the Freedom of Information Act 2000 as follows

- 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?

Yes

- 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?

Use of Crown Commercial Data Centres

- 3 Is data privacy and or information security compliance a priority for the organisation's board?

Yes

- 4 On your Organisation's risk register, are there any Information Technology related risks?

Yes

- ii) If time/ cost allows, please list the top three related risks.

Withheld for crime prevention reasons. Section 31 of the FOI Act is applicable. Please see the refusal notice below.

- 5 Are the cyber security vulnerabilities within the organisation's existing Information Technology estate increasing?

Withheld for crime prevention reasons. Section 31 of the FOI Act is applicable. Please see the refusal notice below.

- ii) Has the organisation had a security breach in the past 12 months?

No

- 6 Did the organisation meet its Information Technology savings target in the last Financial Year?

NHS Resolution has not yet set a savings target for its Information Technology but does operate initiatives under sustainable development

- 7 What percentage of Information Technology budget is currently allocated to "on-premises" capability vs "cloud" capability?

Approx 15%

- 8 Does the organisation have the skills and resource levels necessary for moving to the cloud?

Yes

- 9 What percentage of the Information Technology department headcount are software developers?

0%

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?

No

ii) If yes, has the organisation been able to subsequently reduce the cost whilst maintaining service levels for users?

n/a

In response to Q 4 (ii) and Q5 we are withholding this information and our refusal notice is set out below:

Q4 (ii) and Q 5 – Refusal Notice - Section 31 – Law Enforcement

31(1) Information which is not exempt information by virtue of section 30 is exempt information if its disclosure under this Act would, or would be likely to, prejudice –

(a) the prevention or detection of crime

Public Interest Test –

Public Interest considerations in disclosing the information

There is a general public interest in openness and transparency in public sector bodies which can help to maintain public trust. We recognise that there is a legitimate interest in knowing what systems we utilise, which helps to promote public confidence that the organisation maintains high levels of security.

Public interest considerations in favour of maintaining the exemption

NHS Resolution recognises its duty to protect personal data and confidential information held on our systems, as disclosure will, in our opinion, weaken our ability to protect our stakeholders & perform our functions.

Disclosing the information requested would mean releasing details about our systems and their security into the public domain. This could make the information accessible to criminals, by enhancing criminals' abilities to carry out cyber-attacks. It also follows that a risk to our systems will also constitute a risk to both the general public and NHS Resolution staff whose information we hold.

By withholding this information, criminals will be prevented from exploiting such information in order to target our systems or individuals.

Balance of Public Interest Test (PIT)

NHS Resolution acknowledges that there is an interest in the public knowing that the organisation has adequate levels of protection in place for its IT systems, to ensure that we mitigate any risks befalling our systems on which we rely to run the organisation. We believe that ensuring the safety of our systems is paramount and on the balance of the PIT, we believe that there would be a clear causative link in disclosing the information you have requested which could expose the organisation to the risk of crime and subsequently endanger or cause harm to those whose data we hold.

NHS Resolution therefore believes that the greater public interest is in withholding this information.

This concludes our response to your request.

If you are not satisfied with the service that you have received in response to your information request, it is open to you to make a complaint and request a formal review of our decisions. If you choose to do this, you should write to [Tinku Mitra](#), Head of Corporate and Information Governance for NHS Resolution, within 28 days of your receipt of this reply. Reviews of decisions made in relation to information requests are carried out by a person who was not involved in the original decision-making about the request.

If you are not content with the outcome of your complaint, you may apply directly to the Information Commissioner for a review of the decision. Generally, the Information Commissioner will not make a decision unless you have exhausted the local complaints procedure. The address of the Information Commissioner's Office is:

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Water Lane
Wilmslow
Cheshire
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