



24/05/23

CITB
Head Office
Sand Martin House
Bittern Way
Peterborough
PE2 8TY

Email: information.governance@citb.co.uk
www.citb.co.uk

Dear [REDACTED]

Freedom of Information Request: 032023

Following your email dated 26th April 2023 requesting the following:

Under the Freedom of Information Act, I would like to request the following information:

- The duration of time utilising cloud infrastructure.
- The criteria used to choose a cloud provider.
- The percentage of infrastructures employing cloud services.
- The supplier of cloud infrastructures used. (AWS/Oracle/Azure etc.)
- Case studies highlighting the successful implementation of the 'Cloud-first' strategy.
- The uptime of the cloud infrastructure.
- The annual budget over the last five years for IT-managed services
- Please provide the percentage spent on cloud-managed services

The response is as follows:

- The duration of time utilising cloud infrastructure.
We have used cloud based infrastructure since 2016.
- The criteria used to choose a cloud provider.
The selection of suppliers for services to CITB are governed by the public procurement regulations
- The percentage of infrastructures employing cloud services.
90%
- The supplier of cloud infrastructures used. (AWS/Oracle/Azure etc.)
Microsoft Azure
- Case studies highlighting the successful implementation of the 'Cloud-first' strategy.
We have recently completed delivery of an AVD infrastructure to support remote service operations
- The uptime of the cloud infrastructure.
99.99%
- The annual budget over the last five years for IT-managed services



Exact figures are unavailable as our IT services are fully outsourced, however we have estimated the figures to be

18/19 - unavailable
19/20 £3.1m
20/21 £2.8m
21/22 £2.7m
22/23 £2.8m

- Please provide the percentage spent on cloud-managed services
Exact figures are unavailable as our IT services are fully outsourced, however we have estimated the figures to be 60%

If you are unhappy with this response, or you wish to complain about any aspect of the handling of your request, then you should contact me in the first instance. If informal resolution is not possible and you are still dissatisfied, then you may apply for an independent internal review by contacting Adrian Beckingham, Strategy and Policy Director, CITB, Sand Martin House, Bittern Way, Peterborough, PB2 8TY or email adrian.beckingham@citb.co.uk.

If you remain unhappy following an internal review, you may take your complaint to the Information Commissioner under the provisions of Section 50 of the Freedom of Information Act. Further details of the role and powers of the Information Commissioner can be found on the Commissioners website: <https://ico.org.uk/>

Yours sincerely
Jonathan Francis
Information Risk & Data Governance Manager