CITY OF
WOLVERHAMPTON
C O U N C I L

Response to Request for Information

Reference FOI 002204
Date 23 April 2018

Cloud Services

Request:

I am writing to make an open government request for information under the Freedom of Information Act 2000.

I would like answers to the questions below to be provided to me via email.

1. Do you use any public cloud services?
    *   Yes
    *   No

2. Do you use any of the following cloud services? (indicate all that apply)
    *   Microsoft Azure
    *   Amazon Web Services (AWS)
    *   Google Cloud Platform
    *   Other (please indicate)

3. Approximately what percentage of your IT infrastructure runs in the public cloud?
    *   0%
    *   1 - 25%
    *   26 - 50%
    *   51 - 75%
    *   76 - 99%
    *   100%

4. What challenges did you encounter when moving to the public cloud (select all that apply)
    *   Migrating certain applications
    *   Lack of senior buy-in
    *   Matching specific capabilities
    *   Difficulty in proving ROI
    *   Budget constraints
    *   Licensing concerns or determining appropriate licenses while migrating
    *   Compliance concerns
    *   Security concerns
    *   Lack of appropriate skills
    *   Vendor lock-in

- Not applicable

We are still in the process of migrating services to the public cloud and are only migrating when on premise services require upgrading or require contracts renewing. That said, we have encountered the below challenges with individual applications:

- Migrating certain applications
- Difficulty in proving ROI
- Lack of appropriate skills
- Vendor lock-in

5. Do you have tools in place to monitor your organisation's public cloud usage?
- Yes
- No
- Don't know
- Not applicable

6. Do you use a cloud email service?
- Yes
- No, but plan to move to cloud email service in the next 3 years
- No, and don't currently have any plans to
- Don't know

7. If you do use a cloud email service, what do you currently use?
- Office 365
- G-Suite (Gmail)
- Other (please specify)
- Not applicable

8. Which of the following do you run anywhere within your IT infrastructure?
- Windows Server 2000
- Windows Server 2003
- Windows Server 2008
- Microsoft SQL Server 2005
- Microsoft SQL Server 2008

9. Please indicate your planned timescales for upgrading the following
- Windows Server 2000 ('Within one year', 'Within 1 to 2 years', 'More than two years', 'No plans', 'Not applicable as we do not use this')
- Windows Server 2003 ('Within one year', 'Within 1 to 2 years', 'More than two years', 'No plans', 'Not applicable as we do not use this')
- Windows Server 2008 ('Within one year', 'Within 1 to 2 years', 'More than two years', 'No plans', 'Not applicable as we do not use this')
- Microsoft SQL Server 2005 ('Within one year', 'Within 1 to 2 years', 'More than two years', 'No plans', 'Not applicable as we do not use this')
- Microsoft SQL Server 2008 ('Within one year', 'Within 1 to 2 years', 'More than two years', 'No plans', 'Not applicable as we do not use this')

10. Are you currently paying for extended support on any of the following anywhere within your IT infrastructure?
- Windows Server 2008 (yes / no / not applicable)

- Microsoft SQL Server 2008 (yes / no / not applicable)