

FOI Ref  
10709

Response sent  
28 Mar 2022

### **(CCC) Software**

- What tools are you using for your IT system monitoring?
- Are you using the Microsoft System Center suite of Products for data center management?
- Are you using Systems Center Operations Manager (SCOM) for your infrastructure monitoring?
  - (This would typically be used for monitoring the health of internal and external apps, CPU, Ram and monitoring objects like logical disks and SQL.)
- Are you using another other form of dashboard on top of SCOM? PowerBI, Silect?, Savision LiveMaps?
- Who manages System Center within the organisation?
- Who Manages SCOM in the organisation?
- Is there a team or an individual who manages SCOM? (Identifying the SCOM Administrator would be a fantastic outcome from any call)
- Are there multiple people across different departments using SCOM for monitoring e.g., SQL team, NOC team, IT service desk?

### **Response**

Questions 1 to 4:

1. What tools are you using for your IT system monitoring?

2. Are you using the Microsoft System Center suite of Products for data center management?

3. Are you using Systems Center Operations Manager (SCOM) for your infrastructure monitoring?

- (This would typically be used for monitoring the health of internal and external apps, CPU, Ram and monitoring objects like logical disks and SQL.)

4. Are you using another other form of dashboard on top of SCOM? PowerBI, Silect?, Savision LiveMaps?

We consider these questions to be exempt under s31(1)(a) – law enforcement, the prevention and detection of crime

In relation to the application of s31(1) regarding requests for technical system information the Information Commissioners Office (ICO) advises:

Section 31 can be claimed by any public authority, not just those with law

enforcement functions. · For example, section 31(1)(a) – prevention or detection of crime, can protect information on a public authority's systems which would make it more vulnerable to crime. It can also be used by a public authority that has no law enforcement function to protect the work of one that does. Please also see bullet point 5 of part 2. law-enforcement-foi-section-31.pdf (ico.org.uk)

Any disclosure made under the Freedom of Information Act, must be considered to be to the public at large, there is a real risk that this information could be used for fraudulent activity and the disclosure of this information increases that risk of prejudice to the prevention of crime.

Disclosure of such detail would be a security risk to the organisation. Section 31(1) is a qualified exemption which means a public interest test must be applied to see whether it is reasonable to disclose some or all the information into the public domain. It would not be in the public interest to place material into the wider public domain that could be used to interfere with and place the organisation, its functions, and its staff at risk of criminal activity, including theft, vandalism, and cybercrime. Therefore, we decline to provide this information to you.

Questions 4 to 8:

4. Are you using another other form of dashboard on top of SCOM? PowerBI, Silect?, Savision LiveMaps?

5. Who manages System Center within the organisation?

6. Who Manages SCOM in the organisation?

7. Is there a team or an individual who manages SCOM? (Identifying the SCOM Administrator would be a fantastic outcome from any call)

8. Are there multiple people across different departments using SCOM for monitoring e.g., SQL team, NOC team, IT service desk?

These questions, the details of which (as above) is withheld as it constitutes personal information as defined in Section 1(1) Data Protection Act. In considering the exemption for personal data under s 40(2) of the Freedom of Information Act, we need to consider whether disclosure of personal information would contravene any of the data protection principles.

The identity of these individuals is therefore exempt from disclosure under s 40(2) of the Freedom of Information Act.

This is an absolute exemption and there is no requirement to consider the public interest.

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You can find general contact details and Leadership teams on our websites:

General Enquiries - [Huntingdonshire.gov.uk](http://Huntingdonshire.gov.uk) & Senior Leadership Team -  
[Huntingdonshire.gov.uk](http://Huntingdonshire.gov.uk)

Contact us - Cambridge City Council & Leadership team - Cambridge City Council

Contact us - South Cambs District Council ([scambs.gov.uk](http://scambs.gov.uk)) & Senior staff  
salaries, our leadership team and members' allowances - South Cambs District  
Council ([scambs.gov.uk](http://scambs.gov.uk))

We appreciate you may be disappointed with this response, but we hope what we have been able to provide, and our explanations are useful to you.

We aim to provide a high-quality service to you and hope that you are satisfied with this response. If you have any further questions, please do not hesitate to contact us.

Further queries on this matter should be directed to [foi@cambridge.gov.uk](mailto:foi@cambridge.gov.uk)