

(CCC) Telephone and Storage

1. Telephony and UC/ Collaboration

- a. Please confirm the manufacturer of your telephony system(s) that are currently in place
- b. When is your contract renewal date?
- c. Who maintains your telephony system(s)?
- d. Do you use Unified Communications or Collaboration tools , if so which ones?

2. Microsoft

- a) What Microsoft 365 licence do you have across the business e.g. E3, E5
- b) Which partner looks after your Microsoft tenant?
- c) Where do you host your applications? Do you have on-premise infrastructure or do you host your applications in public or private cloud? Which?

3. Storage

- a. Does your organisation use on-premise or cloud storage or both?
- b. Please confirm the on-premise hardware manufacturer
- c. Please confirm your cloud storage provider
- d. What is your annual spend on cloud storage?
- e. How do you back up your data and with who e.g. Backup as a Service

Response

1. Telephony and UC/ Collaboration

- a. Please confirm the manufacturer of your telephony system(s) that are currently in place Content Guru/Microsoft
- b. When is your contract renewal date? 31/10/2025
- c. Who maintains your telephony system(s)? System is maintained by Content Guru and Microsoft
- d. Do you use Unified Communications or Collaboration tools, if so which ones? Microsoft Teams / Content Guru Storm

2. Microsoft

- a) What Microsoft 365 licence do you have across the business e.g. E3, E5 - E3
- b) Which partner looks after your Microsoft tenant? Pheonix software
- c) Where do you host your applications? We do not host any 365 applications
Do you have on-premises infrastructure or do you host your applications in public or private cloud? Both, Which? Both

3. Storage

- a. Does your organisation use on-premises or cloud storage or both? Exemption under s31 (1) see below
- b. Please confirm the on-premises hardware manufacturer Exemption under s31 (1) see below
- c. Please confirm your cloud storage provider Exemption under s31 (1) see below
- d. What is your annual spend on cloud storage? Exemption under s31 (1) see below

FOI Ref

11574

Response sent

21 Sep 2022

e. How do you back up your data and with who e.g., Backup as a Service
Exemption under s31 (1) see below

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 of 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 and cybercrime. Therefore, we decline to provide this information to you.

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
