



**Via Email Only**

16 October 2020

**Freedom of Information Ref No. FOI32**

Dear [REDACTED]

Thank you for your Freedom of Information request received on 30 September 2020. I am writing to confirm that we have now completed a search for the information you requested, and I have provided responses to your questions accordingly.

**You asked the Money and Pensions Service the following questions:**

**1. What approximate percentage of your IT services and infrastructure is in the cloud today?**

**Answer:** 91-100%

**2. And what is a realistic, achievable target of migrating legacy applications to the cloud over the next 3years?**

**Answer:** 91-100% We expect to migrate ALL applications to the cloud.

**3. Approximately what volume of data is held in legacy systems?**

**Answer:** 0 – 10 Terabytes (TB)

**4. What are your organisation's/department's top five priority reasons for migrating to the cloud and enhancing your data strategy?**

**Answer:**

- Improved organisational agility,
- Data security and compliance,
- Improved services and functionality (both internally and for citizens),
- Improved operating-cost control and flexibility of service,
- Faster implementation and time-to-value/service (i.e. can roll things out faster)

**5. Which are the biggest challenges you face in implementing your IT strategy?**

**Answer:** Lack of an overall/clearly defined strategy, Change management, Procurement processes, Skills shortage (for installing & utilising new systems)

I hope this information is helpful. If you have any queries about my response to your request do not hesitate to contact me. Please remember to quote the reference number above in any future communication.

Yours sincerely,

[REDACTED]  
**Complaints & Freedom of Information Officer**

**Money and Pensions Service**

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**Money &  
Pensions  
Service**

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### **Your right to complain under the Freedom of Information Act**

If you are not happy with this response you can ask for an internal review by e-mailing [foi@maps.org.uk](mailto:foi@maps.org.uk) or by writing to Money and Pensions Service, 120 Holborn, London, EC1N 2TD. Any review request should be sent within two months of the date of this letter.

If you are not content with the outcome of an internal review you may apply directly to the Information Commissioner's Office (ICO) for a decision. Generally, the ICO cannot make a decision unless you have exhausted our own complaints procedure.

The ICO can be contacted at: Wycliffe House, Water Lane, Wilmslow Cheshire SK9 5AF  
<https://ico.org.uk/global/contact-us/> or telephone 0303 123 1113 or 01625 545745