



Department
for Environment
Food & Rural Affairs

helpline@defra.gsi.gov.uk
www.defra.gov.uk

By Email: [REDACTED]

Your ref:
Our ref: RFI 5872
Date: 28th October 2013

Dear [REDACTED]

REQUEST FOR INFORMATION: Back-up and Disaster Recovery

Thank you for your request for information about back-up and disaster recovery, which we received on 3rd October 2013. As you know, we have handled your request under the Freedom of Information Act 2000 (FOIA).

This information relates to core Defra and a number of agencies and non-Departmental Public Bodies (NDPBs). The Department uses a Strategic IT Partner and Prime IT Supplier.

I have answered your questions as below:

1. I would like to know what type of solution your department has in place for data backup and disaster recovery. Is it tape, disk, cloud hybrid or pure cloud based?

The Department uses a mixture of disk and tape.

2. Please can you also tell me if backup is handled internally or through an external provider?

The Department uses a Strategic IT Partner

3. Please can you also tell me if your disaster recovery service is handled internally or through an external provider?

The Department has the option to use a disaster recovery service if required from its IT Partner.

4. Is your data stored on-site or at an off-site data centre?



Our IT Partner initially holds the data on their site but also uses a secure off-site location.

If data is stored off-site, is it transferred physically or via an online network?

The transfer of data off-site is physical.

In keeping with the spirit and effect of the FOIA, and in keeping with the government's Transparency Agenda, all information is assumed to be releasable to the public unless exempt. Therefore, the information released to you will now be published on www.gov.uk together with any related information that will provide a key to its wider context. Please note that this will not include your personal data.

I attach Annex A, which explains the copyright that applies to the information being released to you.

I also attach Annex B giving contact details should you be unhappy with the service you have received.

If you have any queries about this letter, please contact me.

Yours

A large black rectangular redaction box covering the signature area of the letter.

Annex A

Copyright

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Annex B

Complaints

If you are unhappy with the service you have received in relation to your request you may make a complaint or appeal against our decision under section 17(7) of the FOIA or under regulation 18 of the EIRs, as applicable, within 40 working days of the date of this letter. Please write to Mike Kaye, Head of Information Standards, Area 4D, Nobel House, 17 Smith Square, London, SW1P 3JR (email: requestforinfo@defra.gsi.gov.uk) and he will arrange for an internal review of your case. Details of Defra's complaints procedure are on our website.

If you are not content with the outcome of the internal review, section 50 of the FOIA and regulation 18 of the EIRs gives you the right to apply directly to the Information Commissioner for a decision. Please note that generally the Information Commissioner cannot make a decision unless you have first exhausted Defra's own complaints procedure. The Information Commissioner can be contacted at:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF