

## FOI 23/311 – IT services

### MHRA RESPONSE

26 May 2023

Dear

Thank you for your email.

Please find below the response to FOI 23/311.

- **The duration of time utilising cloud infrastructure.**

4 years

- **The criteria used to choose a cloud provider.**

We no longer have this information available due to data retention rules

- **The percentage of infrastructures employing cloud services.**

45%

- **The supplier of cloud infrastructures used. (AWS/Oracle/Azure etc.)**

Azure

G-Cloud

- **Case studies highlighting the successful implementation of the 'Cloud-first' strategy.**

MHRA does not undertake these activities.

- **The uptime of the cloud infrastructure**

100%

- **The annual budget over the last five years for IT-managed services.**

This information does not form part of MHRA's accounting or contracts process or reporting and as such is not held by us, nor can it be generated. The contracts form only a part of the total that is spent for IT-Managed services. These figures can vary significantly from year to year.

- **Please provide the percentage spent on cloud-managed services.**

This information does not form part of MHRA's accounting or contracts process or reporting and as such is not held by us, nor can it be generated. The contracts form only a part of the total that is spent for Cloud-managed services. These figures can vary significantly from year to year.

If you are dissatisfied with the handling of your request, you have the right to ask for an internal review. Internal review requests should be submitted within two months of the date you receive this response and addressed to: [info@mhra.gov.uk](mailto:info@mhra.gov.uk)  
Please remember to quote the reference number above in any future communications.

If you were to remain dissatisfied with the outcome of the internal review, you would have the right to apply directly to the Information Commissioner for a decision. Please bear in mind that the Information Commissioner will not normally review our handling of your request unless you have first contacted us to conduct an internal review. The Information Commissioner can be contacted at:

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

Yours sincerely

**MHRA Customer Experience Centre**

Communications and engagement team

Medicines and Healthcare products Regulatory Agency

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