

Request for information - Ref: FOI2024/00029

FOI Team <foi.request@mhra.gov.uk>

Tue 07/05/2024 15:38

To:request-1114776-3c32c630@whatdotheyknow.com <request-1114776-3c32c630@whatdotheyknow.com>

Dear [REDACTED]

I am writing in response to your request for information, received 9th April.

We confirm that we hold the information you have asked for. In response to your request, we are providing:

1. What data storage vendors do you currently use for your primary storage? - Hewlett Packard Enterprise
2. How large in Terabytes is your primary storage? (>50TB, 50-200TB, 200-500TB, 500-1PB, 1PB<?) - 500-1PB
3. How many physical servers do you have? 72
4. Do you use containerized applications anywhere within your IT infrastructure? - Yes
5. Do you use Kubernetes anywhere within your IT infrastructure? - Yes
6. Who do you use for your infrastructure and backup storage software? - Veritas
7. How large is your backup storage in Terabytes? 7,680TB
8. What data do you use your backup storage for? - All MHRA data
9. When is your backup storage due for refresh? - February 2029
10. Do you use the public Cloud (AWS/Microsoft Azure/Google Cloud)? - Yes
12. How large in terabytes is your public cloud estate? <50TB
13. Do you use Azure VMware Solution? Yes
14. When is your primary data storage due for a refresh/review? May 2024
15. Which VAR (value-added resellers) do you purchase IT infrastructure through? (E.g., CDW/Softcat/MTI/Telefonica Tech, etc.). We use many VAR to supply a wide range of IT infrastructure products. The largest suppliers are Softcat, CDW, TrustMarque, Insight, Phoenix, Computer Centre and BT.
16. Which frameworks does your procurement use? - We use government frameworks administered by the Crown Commercial Service. We select the most appropriate framework for each good or service purchased. We most frequently use G-Cloud 13 and Network Services 3.
17. Does the Estates department have a budget to purchase medical devices and IT separate to central IT for CCTV? No.
19. What % of the estates budget is associated with IT systems for the management and running of the building and facilities (e.g., CCTV systems)? - 0%

We consider that some information is exemption from disclosure. Under section 17 (1) of the FOIA, when we refuse any part of the requested information, we must specify the relevant exemption and explain why the exemption applies.

11. If you use Public Cloud, what applications are you using it for? - it is used extensively for 100s of applications in use by the Agency. Detail of these applications are withheld under Section 31(1)(a).

Section 31(1)(a) is applied here to prevent criminal attacks targeted at our IT systems being facilitated by disclosure where the information relates to the security of our systems. This is a qualified exemption and we have considered the public interest in disclosure and in maintaining the exemption. There is a public interest in disclosure where this demonstrates transparency and gives the public insight into the type of projects we are working on. However, there is a stronger public interest in ensuring the security of our IT systems to protect sensitive data, and this has a wider benefit to the public. We therefore consider that the public interest favours withholding this information.

18. What is the annual budget for Estates/Facilities? Exempt under Section 22(1)(a).

Section 22(1)(a) is being applied here as this information is intended for future publication. The MHRA's actual spend for 2023/24 is currently subject to external audit and is not yet confirmed. Once the audit has completed our Annual Accounts will be laid before Parliament and made publicly available.

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

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

Or online via: <https://ico.org.uk/make-a-complaint/foi-and-eir-complaints/foi-and-eir-complaints/>

Yours sincerely,

Digital and Technology Group

Medicines and Healthcare products Regulatory Agency

10 South Colonnade, Canary Wharf, London E14 4PU

Telephone 020 3080 6000

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