Section 1: Cloud Service Utilization
Please indicate whether your council currently utilizes cloud services for any of the following purposes.

Purpose	Yes/No	If yes, are these public/private/edge. Please provide details
Data Storage		
Data Processing		
Data Sharing		
Software Application (SaaS (Software as a Service))		
Platform Application (PaaS (Platform as a Service))		

Additionally, please indicate the departments or equivalent services that use cloud services by ticking the relevant boxes below:
Complete the following table with the respective numbers or details

Department	Number of SaaS Applications	Number of PaaS Applications	Utilized for Data Storage / Processing / Sharing	Number of Locally Hosted Applications
Council Tax				
Housing				
Social Care				
Education				
Electoral Roll				
Planning				
Building Control				
Waste Management				
Streets, Roads, Pavements and maintenance parks, museums, and community				
Library Services				
Parking				

Section 2: Cloud Adoption and Management
1. Primary Reasons for Adoption of Cloud Services
a. What were the main motivations or driving factors behind your council's decision to adopt cloud services?
b. Please specify the key benefits or advantages that cloud services offer your council in comparison to traditional IT infrastructure.

Assessment of Reliability and Uptime:
c. How does your council evaluate the reliability of cloud services in terms of system uptime and availability?
d. Could you provide insights into the criteria or metrics used to assess the reliability and performance of cloud services?
e. What measures or mechanisms are in place to monitor and ensure uptime levels meet the council's requirements or service level agreements (SLAs)?

2. Please provide detailed information regarding your council's compliance efforts, data protection measures, and challenges encountered in utilizing cloud services. Specifically, we are interested in the following:

GDPR Compliance
Please outline the specific measures and processes implemented by your council to ensure compliance with the General Data Protection Regulation (GDPR), including any procedures for data handling, consent management, and data subject rights.

Data Encryption Practices
Please provide insights into the encryption methods and technologies utilized to secure data stored and transmitted through cloud services.

Data Residency Requirements
How does your council ensure compliance with data residency requirements, particularly concerning the storage and processing of sensitive data within specific geographic locations?

Backup and Recovery Policies
Please describe the backup and recovery policies implemented by your council to safeguard against data loss and ensure business continuity in the event of disruptions or incidents.

Challenges Related to Data Security
What are the primary challenges or concerns your council faces regarding data security in the context of cloud services? This could include issues such as unauthorized access, data breaches, or vulnerabilities in cloud infrastructure.

Integration Complexity
Are there any complexities or difficulties encountered when integrating cloud services with existing systems or workflows within your council?

Performance Issues
Have there been any performance-related challenges or limitations experienced with the use of cloud services, such as latency issues, resource constraints, or service disruptions?

Section 3: SLAs and Cloud Service Performance
1.Please provide insights into the council's experience with Service-Level Agreements (SLAs) within the G-Cloud framework. Specifically, how have SLAs impacted the council's usage and satisfaction with cloud services procured through G-Cloud? Please include details on adherence to SLA terms and any notable

successes or challenges encountered in ensuring reliable and satisfactory cloud service delivery.

Section 4: Cloud Service Models and Management
1. Please provide insights into how cloud services are managed within your council. This could include details on how the services are controlled and customized, maintained and updated, as well as the types of agreements and support they come with. Additionally, can you elaborate on how these services are strategically aligned with the needs and goals of your different departments?
2. Please share any notable experiences, challenges, or lessons learned in the process of migrating or managing applications on the identified cloud service models. This may include insights into compatibility issues, integration complexities, or successes achieved in optimizing application performance and resource utilization.