



17-DEC-2016

Dear *Sir/ Madam*

I am writing to make an open government request for all the information to which I am entitled under the Freedom of Information Act 2000.

I believe that the IG (Information Governance) department or equivalent function should reply.

## Background on the topic

### The Problem

Behind every IT system, in the backend, there are plenty of “configuration items”, “environment metadata” or “business critical information”.

For example, you may have an ERP system which will have 30 configuration items:

Name of Administrator, password of Administrator, how does the ERP system connects to the database (user/pass), details of the database, encryption keys, URL of the console which manage the ERP system etc. If the ERP system is installed on 5 environments in current example you will have in total  $30 * 5 = 150$  configuration items.

Obviously that number can grow significantly with the size of the organization and the number of the computer systems which the organization has.

I would like to understand how does your organization keeps the configuration of IT environments. I have outlined below typical methods in most organizations which I know. Please provide me information on each method, if possible.

			YES	NO
1	1.1	Do you store the configuration of environments which I describe above or part of it in Excel spreadsheet?	x	
	1.2	If answer for 1.1 is yes, do you encrypt the file?	x	
2		Do you store in notepads?		x
3		Do you store the information on Intranet?	x	
4		Do you store the information in emails?		x
5		Do you store the information in physical Papers?	x	
6		Does some of your employees memorize that information (i.e. it is not documented anywhere)?		x
7		Do you store the information in share-point?	x	
8		Do you store the information WIKI?	x	
9		Is there are other methods, please provide:		

10		Do you have full control of who access that critical information?	x	
11		Do you have log of whoever is looked at that information?	x	
12		Do you have log of whoever change the configurations?		x
13		If the information has been changed, do you have record of previous values (history)?		x
14		Do you use encryption keys (Private Public keys)	Not supplied-S31 FOIA	
15		If the answer on 14 is Yes than, where do you manage the encryption keys or information from type of files?	Not supplied-S31 FOIA	
16		Do you have environments on the public cloud? (Out of premise)	x	
17		Do you have central, secured system to manage the configurators?	x	
18		Do you have situation that only one employee holds that critical information?		x
19		Do you have a golden source for that information? i.e. one central location or the information resides in few copies? (excel, servers (for scripting))0 etc	x	
20		Do you use the configuration for dev-ops processes?		x
21		If you use files to store the environment metadata information, where do you store those file? Is it on shared folder, laptops, desktops, etc?		x
22		When administrator change password or configuration in development environment, for example, of an item will he/she share that information with the developer via email? If not, how would he notify the developers of the change?	Not supplied-S31 FOIA	
23		Can you outline please, in a very high level what kind of information is stored in your systems in its level of confidentiality?	Government Official Information	
24		Do you use SI (system Integrators) to manage your applications ( For example, CAP GEMINI)?		x
25		If the answer for 24 is 'YES', is it possible that you actually don't know how they manage all the critical business information which I mentioned above and		

		they have full control over it? ( I have seen it happens a lot		
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Thank you very much for the effort to provide the answers to those questions.

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[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]