



National Audit Office

The UK's independent public spending
watchdog

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Reference FOI-1678
Date 15 January 2024

Dear

SOURCE DATA FOR NAO REPORTS ON DIGITAL TRANSFORMATION

Thank you for your request on 11th December 2023, and for the additional information you sent to us on 18th December 2023. You asked for specific source data from two NAO reports on Digital Transformation in Government and we have considered your request under the terms of the Freedom of Information Act 2000 (FOIA).

We have searched our records and can confirm that we do not hold the information within the scope of your request. The level of detail you have requested regarding on-cloud versus on-premises spending and implementation issues is not information that is routinely collected or analysed by us.

Departments and other organisations within the central government sector routinely publish data relating to expenditure and contracts which they hold. The following links below may prove as a useful starting point for your enquiries:

- www.gov.uk/contracts-finder contains details of awarded and prospective contracts in England with a value of £12,000 or more.
- www.data.gov.uk under the section 'Government spending', contains numerous datasets including monthly lists by organisations itemising their transactions over £25,000. This also includes the nature of the expenditure and the name of the supplier.

Your specific request is set out in **Annex A** for your reference. **Annex B** sets out the steps you may wish to take if you are not satisfied with the way we have handled your request for information under FOIA.

I am sorry we haven't been able to provide the requested information on this occasion, but I hope the explanation and guidance provided in this response is helpful with your MSc dissertation.

Yours sincerely,

NAO FOI Team

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020 7798 7000 www.nao.org.uk



Cert No. 8835

ISO 14001

Annex A

Request for information:

(Your request is in italics below)

"I am gathering data for an MSc dissertation studying the influence of a cloud-first policy on the technical complexity of digital transformation initiatives.

I see that you have published several reports on this topic in the last few years, and I hope you can find their source data, which may be useful to me.

Can you please provide the information requested below? The scope of my request can be national, organisational, departmental, or programme. Similarly, the time can be any period within the last five years, provided it is stated.

Total spend on new digital cloud and on-premises capabilities.

% of total spend on cloud services rather than on-premises capabilities

Common causes of cloud service complexity within initiatives, such as lack of implementation skills, complex integrations, or missing functionality

% of initiatives using cloud services that had time, cost, or scope issues due to technical complexity

Common causes of on-premises capabilities within initiatives, such as lack of implementation skills, complex integrations, or missing functionality

% of initiatives using on-premises capabilities that had time, cost, or scope issues due to technical complexity"

"In particular, I would appreciate any of the source data for the following sections of these two reports:

Page 4, Key Facts, in "Digital transformation in government: addressing the barriers to efficiency" published on 3rd March 2023.

Page 40, Evidence Base, Point 6, Interviews, "The challenges in implementing digital change" published on 13th July 2021."

Annex B

Statement of Policy

Our policy is to respond to requests made under the Freedom of Information Act 2000 as helpfully and promptly as possible, having regard to the principles set out in the Act. I therefore hope you are happy with the way we have handled your request. If you are not, then you should take the following steps.

In the first instance, within 40 working days, write to the National Audit Office Freedom of Information (FOI) Team at FOI@nao.org.uk or by post to: FOI Team, Green 2, National Audit Office, 157-197 Buckingham Palace Road, London, SW1W 9SP

The FOI and Correspondence Manager will arrange a review, which will be conducted by a senior member of staff who was not involved in decisions relating to your original request. Once the review has been completed, we will write informing you of the outcome. If you are not content with the outcome of the internal review, you have the right to apply directly to the Information Commissioner for a decision. The primary way of escalating your concerns to the Information Commissioner is at: <https://ico.org.uk/foicomplaints>

Alternatively, you can contact the ICO at <https://ico.org.uk/> or Information Commissioner's Office Wycliffe House Water Lane Wilmslow Cheshire SK9 5AF.