



Information Governance Team

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Dear Sir/Madam

Freedom of Information Act 2000 (FOIA)

Request ID: FOI434199810

Thank you for your request for information relating to IT Service.

You have requested the following information:

1. A copy of any project plans associated with the implementation of Microsoft OneDrive in your organisation

The move to OneDrive was internally managed by ICT and completed a number of years ago. An agile approach was used consisting of our staff 'floor walking' to support colleagues and intranet articles. We consider this our intellectual property.

2. A copy of any project plans associated with the implementation of Microsoft Sharepoint in your organization

The roll out of Sharepoint Team Sites was operated at the same time as OneDrives using the same methods. Each team had a site completed, and as each site went live we deployed staff to floor-walk and assist users, until superusers in the teams were able to take the lead.

3. A copy of any audit reports (to determine the effectiveness of your IT Service Desk or IT Helpdesk) undertaken on your IT Service Desk or IT Helpdesk between 2018 and the present day.

No Audits on our IT Service Desk or IT Helpdesk function have been undertaken since 2018 to date.

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For information, we publish a variety of information such as: [FOI/EIR Disclosure Log](#), [Publication Scheme](#), [Facts about Coventry](#) and [Open Data](#) that you may find of useful if you are looking for information in the future.

If you are unhappy with the handling of your request, you can ask us to review our response. Requests for reviews should be submitted within 40 days of the date of receipt of our response to your original request – email: infogov@coventry.gov.uk

If you are unhappy with the outcome of our review, you can write to the Information Commissioner, who can be contacted at: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF or email icocasework@ico.org.uk.

Please remember to quote the reference number above in your response.

Yours faithfully

Information Governance