

5 May 2026

Dear

**ATISN 26872 - Hwb Migration, Microsoft Licensing and Local Authority Communications; Hwb Continuity, Risk and Contingency Planning**

**Information requested**

Thank you for your request which I received on 7 April 2026. You asked for information under the Freedom of Information Act 2000 regarding Hwb Migration, Microsoft Licensing and Local Authority Communications, including Hwb Continuity, Risk and Contingency Planning since 1 January 2023.

**Our response**

The Welsh Government is unable to comply with your request as currently framed because we estimate that the cost of complying would exceed the appropriate cost limit prescribed by section 12(1) of the Act.

In reaching this conclusion, we have considered the scope of your request and the manner in which relevant information is held. The request would require searches across a substantial volume of information held in multiple locations, including disparate electronic systems and manual records. In addition, each record identified would require individual examination to determine whether it falls within the scope of the request.

We estimate that the work required to locate, retrieve and extract the information you have requested would exceed the statutory cost ceiling, as set out in The Freedom of Information and Data Protection (Appropriate Limit and Fees) Regulations 2004.

The Welsh Government is therefore not obliged to comply with the request under section 12 of the Act.

In addition to the cost considerations, the request does not clearly identify the specific question or issue for which the information is sought. Whilst acknowledging the FOI Act is purpose blind, as drafted, due to the broadness of the request we are unable to determine which information would be most relevant to you. This lack of clarity increases the volume of potentially relevant information that would need to be considered and has been taken into account in our response.

The Welsh Government has a duty under section 16 of the Act to provide advice and assistance to applicants, so far as it is reasonable to do so, to help them make a request that can be dealt with within the appropriate cost limit.

To help you refine your request, you may wish to consider a combination of the below:

- Narrowing the time period to a specific and limited range
- Identifying a specific policy area, Directorate, or business function
- Clearly stating the particular question or issue you are seeking to understand
- Limiting the request to a specific type of document (for example, final reports or summary data rather than all related correspondence)

You may wish to consider refining the request, for example by limiting it to a specific Local Authority area, a shorter timeframe and particular document type appropriate to which information would be most relevant to you. Doing so may reduce the scope of the request and increase the likelihood that it can be addressed by Welsh Government within the appropriate cost limit.

If you wish to discuss how your request could be refined, please contact us and we will be happy to assist. Any revised or new request would be treated as a new request under the Act, and the statutory timescales would apply.

### **Next steps**

If you are dissatisfied with the Welsh Government's handling of your request, you can ask for an internal review within 40 working days of the date of this response. Requests for an internal review should be addressed to the Welsh Government's Freedom of Information Officer at: Information Rights Unit, Welsh Government, Cathays Park, Cardiff, CF10 3NQ or Email: [Freedom.ofinformation@gov.wales](mailto:Freedom.ofinformation@gov.wales)

Please remember to quote the ATISN reference number above.

You also have the right to complain to the Information Commissioner. The Information Commissioner can be contacted at:

Information Commissioner's Office,

Wycliffe House,

Water Lane,

Wilmslow,

Cheshire,

SK9 5AF

However, please note that the Commissioner will not normally investigate a complaint until it has been through our own internal review process.

Yours sincerely