



University of East Anglia

Information Services Directorate

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10 February 2016

Dear

Freedom of Information Act 2000 – Information request (ref: FOI_16-020)

We have now considered your request of 20 January 2016 for information on the University's approach to digital governance, which you define as *'any system or service supporting the quality, search optimization and/or compliance of any or all of the web sites operated by you or on your behalf'*.

Our response is on page 2 of this letter, together with a copy of your request, and we hope this will meet your requirements.

You have the right of appeal against this response. If you wish to appeal, please set out in writing your reasons for appealing and send to the above address. You must appeal within 60 calendar days of the date of this letter. Any appeal received after that date will not be considered nor acknowledged. This policy has been reviewed and approved by the Information Commissioner's Office.

You also have a subsequent right of appeal to the Information Commissioner's Office. Further information is available on their website:

https://ico.org.uk/Global/contact_us, or by telephone on 0303 123 1113.

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Please quote our reference given at the head of this letter in all correspondence.

Yours sincerely

Ellen Paterson
Information Policy and Compliance Manager
University of East Anglia

Response to Freedom of Information Act 2000 request (FOI_16-020)

1. Do you use a paid-for service, subscription and or licensed software to support Digital Governance? If yes, which one do you use (e.g. SiteImprove, Hi-soft, Site Beam, Active Standards, or other) for your primary website'?

Yes – SiteImprove.

2. What is the annual contracted external spend for the software licence or subscription? Against the contract in place, what is the contract period and when is the contract due for renewal (day/month/year)?

£13,742.40. This is an annual contract which expires September 2016.

3. What is the annual external spend, by supplier, for services (software licences, subscription fees, etc) supporting Digital Governance?

See response to question 2.

4. Which service do you use to monitor availability and report the uptime of your primary website?

New Relic and Pingdom.

5. Which content management system do you use for your primary website?

Liferay.