



University of East Anglia

Information Services Directorate

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[Redacted]

16 March 2016

Dear [Redacted]

Freedom of Information Act 2000 – Information request (ref: FOI_16-062)

We have now considered your request of 24 February 2016 for information relating to the University’s wired and wireless networks. Our response is on page 3 of this letter, together with a copy of your request, and we hope this will meet your requirements.

On this occasion, it is not possible to provide all the requested information. The Act contains a number of exemptions that allow public authorities to withhold certain information from release. We have applied the following exemption to question 1 of your request.

Exemption	Reason
s.31(1)(a), Law enforcement	Some of the requested information would, or would be likely to, prejudice the prevention or detection of crime

As with other large organisations, universities are reliant on the smooth running of their IT networks. Maintaining the security of these networks is a significant challenge for all universities, who are increasingly subject to both general cyber security threats and also targeted attempts to obtain information from students and staff.

Release of any information under the Act represents a disclosure to the world at large. We are aware of publicly available websites which list known vulnerabilities of specific vendors, including the vendors of our wired and wireless networks. If we were to disclose the requested information, a motivated individual or group could use these sites to target any potential vulnerabilities, exposing the University’s IT systems to various types of unlawful attack and consequently prejudicing the prevention of criminal activity.

Having determined that disclosure of this information would expose the University to a real and significant risk of crime, application of the s.31 exemption also requires us to consider the public interest in withholding or disclosing this information.

We acknowledge there is a public interest in increasing transparency in how the University manages its business, and this may include general information about how we manage the IT network underpinning much of the work of the organisation.

However there is a very strong public interest in preventing criminal activity that could damage the running of the University and the security of information held by and

about individual staff and students. On balance we believe this interest outweighs any lawful public interest in the requested vendor names.

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.

Please note that any material over which UEA has copyright is released on the understanding that you will comply with all relevant copyright rules regarding reproduction and/or transmission of the information provided.

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_16-062)

1 - *What vendor makes up all of/the majority of your wired and wireless networks (LAN/WLAN)? (e.g. Cisco, HP, Juniper, etc.)*

[Information exempted pursuant to s.31(1)(a), Freedom of Information Act]

2 - *When is the support/maintenance contract for the wired and wireless networks (LAN/WLAN) due for renewal?*

See: <https://portal.uea.ac.uk/documents/6207125/6884211/itcs-it-contracts-2015-2016.pdf/>

3 - *What partner/supplier currently provisions your wired and wireless networks (LAN/WLAN) support/maintenance contract/s?*

See: <https://portal.uea.ac.uk/documents/6207125/6884211/itcs-it-contracts-2015-2016.pdf/>

4 - *How much does your support/maintenance contract/s cost the organisation for your wired and wireless networks (LAN/WLAN)?*

The University's budget is approximately £18.5k per annum for wireless, £42k per annum for wired (excluding VAT).

5 - *What procurement route/s does your organisation use to purchase your support/maintenance contracts for your wired and wireless networks (LAN/WLAN)?*

EU compliant routes, as required by the contract values. Typically Crown Commercial Services, University Purchasing Consortia or national agreements such as the Janet routers and switches framework. The chosen route is defined by the available frameworks at the time of the tendering process.

6 - *Who is in charge of the IT department, with contact details, who is responsible for the procurement of these services?*

Pete Andrews, Head of Networking – 01603 456161, p.andrews@uea.ac.uk

Mr Andrews is responsible for procurement of the above services. Contact details for other IT staff, including our Director of Information Services and ICT Systems Director, are provided on our website: <https://portal.uea.ac.uk/information-services/contacts>.