

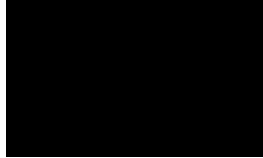


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09 June 2016

Dear

Freedom of Information Act 2000 – Information request (ref: FOI_16-115)

We have now considered your request of 17 May 2016 for information relating to ICT hardware maintenance and costs.

Our response is on page 3 of this letter, together with a copy of your request.

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 part 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

Release of the model types of the network switches and routers would, or would be likely to prejudice the prevention of crime for the reasons set out in a recent prior request for similar information. Our response to that request can be viewed on our website within [our Disclosure Log](#).¹ It is our contention that the reasons for not releasing the names of suppliers of such technology applies equally to the model types of the technology.

Application of the section s.31(1)(a) exemption requires us to consider the public interest in withholding or disclosing this information. We would, once again, refer you to the response to the prior request received this year for an explanation why we believe that the public interest lies in non-disclosure of the information noted above.

We hope this information will meet your requirements; however if you are not satisfied you have the right of appeal. 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

¹ https://portal.uea.ac.uk/documents/6207125/11658166/160316_Response+letter_FOI_16-062_redacted.pdf/25a192dc-9133-45b9-a07d-9de217f636e5

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

Dave Palmer
Information Policy and Compliance Manager
University of East Anglia

Response to Freedom of Information Act 2000 request (FOI_16-115)

I would like to request the following breakdown of the ICT hardware maintenance and costs:

A list of the models of the physical servers, storage devices, tape libraries, network switches and routers under support contracts; as well as the cost and duration of said contracts, with start and end dates and service level associated with the equipment. Could you also supply the names of the suppliers of aforementioned support services?

I would also request the name of the person/s in your organisation responsible for the maintenance support contracts.

For all hardware other than the make and model of our network switches and routers, the requested information can be found on our website within the document entitled "[ITCS IT Contracts 2015-2016 v2](#)".²

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

Information relating to the model types of our network switches and routers is exempted from release for the reasons noted in the above letter.

² <https://portal.uea.ac.uk/documents/6207125/6884211/itcs-it-contracts-2015-2016.pdf/406afe8d-8977-45f1-8fd4-7acf0ecb7ce9>