



University of East Anglia

Information Services Directorate

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[REDACTED]

14 July 2016

Dear [REDACTED]

Freedom of Information Act 2000 – Information request (ref: FOI_16-142)

We have now considered your request of 08 July 2016 for information relating to the University's ICT expenditure. Your full request, including a copy of the accompanying spreadsheet, is copied on pages 3 and 4 for reference.

Unfortunately, on this occasion it is not possible to provide any of the requested information. We have determined that the cost of finding and assembling some of the requested information will exceed the 'appropriate limit' as defined by section 12 of the Act and the Freedom of Information and Data Protection (Appropriate Limit and Fees) Regulations 2004/3244.

The 'appropriate limit' of £450, which equates to 18 hours' work, can relate to one request in its entirety or to a series of linked requests. If the University cannot locate, retrieve and extract some or all of the requested information within the 18 hours we are not obliged to retrieve any of the requested information.

We have recently received similar requests, and believe our responses to these earlier requests fully explain the reasons why we cannot provide the data you require. Please see our responses on our website disclosure log here:

https://portal.uea.ac.uk/documents/6207125/11658166/150229_Response+letter_FOI_16-041_Redacted.pdf/

https://portal.uea.ac.uk/documents/6207125/11658166/160427_Response+letter_FOI_16-097_Redacted.pdf/

While we cannot provide all the information you seek, these responses also contain information which might assist you in formulating a request to which we can respond. In these responses we noted that if a future request was limited to the University's Information Services Directorate (which includes our central IT service) we may be able to provide a full response.

This continues to be our advice, but with regard to your specific request we would add that, due to the level of manual checking needed to establish which spreadsheet category applied to each purchase, any revised request may need to be limited to one year only, to avoid exceeding the appropriate limit once more. If you wished to submit a revised request we would be happy to discuss your requirements in advance.

You have the right of appeal against this decision. If you wish to appeal, please set out in writing your grounds of appeal and send to me at the address noted in the heading to this letter.

You must appeal our decision 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 whose [contact details](#)¹ can be found on their website.

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

¹ https://ico.org.uk/Global/contact_us

Freedom of Information Act request (ref. FOI_16-142)

'Please could you provide me with information about your ICT expenditure, as broken down in the attached template? I have included this template in order to make it easier for you to understand my requirements and provide answers.

Within the response, please include:

- * Expenditure from all parts of your organisation (centralised IT and departmental IT);*
- * As well as your own organisation, expenditure for any subsidiary organisations that fall within the scope of your accounts; and*
- * Both revenue (or operating) expenditure and capital expenditure*

If you could input the answers in this template and return to me by email as an attachment, this would be much appreciated.'

Freedom of Information Act request (ref. FOI_16-142)

			Year		2014/15		2015/16	
			Financial year-end					
			Actual or budget (please state)					
	Category	My comments	Spend (£s)	% XaaS	Spend (£s)	% XaaS	Your comments	
Hardware	Desktop PCs	Includes workstations, thin clients and desktop-style Apple Macs						
	Portable PCs	Includes laptop PCs (or notebook PCs), netbooks, and tablets						
	Servers	Includes mainframes, servers, and racking						
	Networking equipment (local area network)	Includes both wired (or ethernet) and wireless, such as switches (or hubs), routers (or access points), wireless cards						
	Storage	Includes Network Attached Storage (NAS), Storage Area Network (SAN), NAS-SAN Hybrid and USB memory sticks.						
	Print	Includes printers, network-attached photocopiers, multi-function devices and ink or toner cartridges; excludes photocopiers not attached to network and paper						
	Peripherals and other hardware	Includes monitors, keyboard, mice, interactive whiteboards, web cameras, PC speakers						
Software	Applications (including SaaS)	Commercial, 'off-the-shelf' applications; also includes Software-as-a-Service; excludes: open source applications and custom applications						
	Middleware (including PaaS)	Middleware enables different applications to share data; also includes Platform-as-a-Service (PaaS)						
	Systems	Includes operating systems (e.g. Linux, Mac OSX and Windows), network management software, security software						
IT services	Hardware maintenance	Maintenance, support, upgrades and first-line help desk for specific piece of hardware; excludes managed services or outsourcing						
	Application development and integration	Includes software development, open source software, and software integration; excludes managed service or outsourcing						
	Datacentre and hosting (including IaaS)	Includes provision and maintenance of data centres and hosting; excludes managed service or outsourcing agreement						
	Managed communications	Includes managed fixed line and mobile services						
	Advisory services	Sole provision of ICT-related professional services (i.e. consultancy); excludes services which also provide ICT products or services						
IT outsourcing	IT outsourcing: desktop and end-user computing	Managed service or outsource providing desktop PCs, portable PCs, and peripherals and other hardware, including first-line help desk						
	IT outsourcing: datacentre and hosting	Managed service or outsource providing data centres and hosting						
	IT outsourcing: application services	Managed service or outsource providing software licencing, development, deployment, integration, support, maintenance, upgrades and first-line help desk						
	IT outsourcing: service integration and management	SIAM is defined as the management of an organisation's IT service providers, to ensure performance across multiple service meets end-user needs						
Communications	Fixed line	Fixed line (or 'landline') includes line rental, fax, calls, broadband connections, and video and conferencing services, landline telephone handsets and other end-points						
	Networking equipment (wide area network)	Includes PBX, IP-PBX and VoIP, WAN routers and WAN switches						
	Wireless and mobile	Includes mobile voice, mobile messaging, mobile data and mobile handsets (including smartphones)						
Staff	IT staff costs	Staff working in IT function; Includes salary, tax, benefits, pension, insurance; includes FT and PT staff; includes permanent, temporary and contract staff						
	IT training	Includes professional services providing training in the use of IT for any staff						