



University of East Anglia

Information Services Directorate

The Library
University of East Anglia
Norwich Research Park
Norwich NR4 7TJ
United Kingdom

Email: foi@uea.ac.uk
Tel: +44 (0) 1603 593 523
Fax: +44 (0) 1603 591 010
Web: <http://www.uea.ac.uk>

██████████

17 January 2017

Dear ██████████

Freedom of Information Act 2000 – Information request (ref: FOI_16-251)

We have now considered your request of 16 December 2016 for information relating to the University's IT infrastructure

Our response is on pages 2-3 of this letter, together with a copy of your request.

On this occasion it is not possible to provide all the requested information. In line with your rights under section 1(1)(a) of the Act to be informed whether information is held, we confirm that the University does not hold information on the data centre refresh date. Further information is on page 2 of this letter.

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 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_16-251)

The total number of IT staff employed by the organisation

The number of staff employed in the IT and Computing Services department is 109.

Please list and provide contact details for the IT senior management team including CIO, IT Director, Head of IT and Infrastructure Architects if applicable

Contact details for senior IT staff are available on the web at:

<https://portal.uea.ac.uk/information-services/contacts>

Please confirm your current primary storage vendors and replacement/refresh dates

This information is available within the ITCS IT Contracts 2016/17 document available on the web at:

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

Please confirm your current backup/data recovery vendors and replacement/refresh dates.

IBM Spectrum Protect Suite. The refresh cycle runs in tandem with the storage vendor tender which expires in August 2018.

Please confirm your server vendor and replacement/refresh date

This information is available within the ITCS IT Contracts 2016/17 document available on the web at:

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

Please confirm data centre refresh date

[Information not held - s.1(1)(a), Freedom of Information Act]

This information is not held as no date has been set.

Please confirm the amount of used storage and number of virtual / physical servers

This information is available within the ITCS IT Contracts 2016/17 document available on the web at:

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

Please confirm if you are utilising desktop virtualisation technologies and if so how many users do you provide services for?

We do not run desktop virtualisation. We provide a Remote Desktop Service to our students for teaching applications. This services approximately 18,000 students.

Please confirm which hypervisor you are currently using?

VMware vSphere for servers

Total available budget for IT infrastructure for FY16/17 and FY17/18

The budget forecast for 2016/17 is £2,249,346 and for 2017/18 is £2,431,998. These figures relate to IT assets alone and do not include software and support & maintenance contracts.