



University of East Anglia

Information Services Directorate

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08 June 2016

Dear [REDACTED]

Freedom of Information Act 2000 – Information request (ref: FOI_16-120)

We have now considered your request of 01 June 2016, reproduced on page 3 of this letter, for the information relating to training procured by UEA.

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 taken your request to refer to training of all types across all Faculties and administrative units within UEA. As such, we do not have any centralised record of training undertaken across the University and would have to contact over 20 separate units to request a search for the requested information. Additionally, as you have referred to 'any projects', this would entail a search for all development work including research which is organised into any project, either current or projected.

Given the range of information you have requested, we believe that it would take at least 1 hour per unit to locate and extract the requested information which would exceed the appropriate limit.

We would also wish to point out that your request for the "...current state of the universities IT software and system infrastructure" is so vague as to be impossible to respond to within the limits of the Act as a means of requesting and obtaining recorded information.

However, to assist you in formulating a request to which we can respond, we can advise that if you delete the first element of question 1 (or rephrase it as a request for recorded information), and limit questions 2-13 to training procured by the Information Services Directorate (as there appears to be an interest in our IT services within your request), then we would be in a position to provide a response. We would

also suggest that the request be altered to reflect the financial year of all UK higher education institutions; namely 01 August to 31 July.

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

Dave Palmer
Information Policy and Compliance Manager
University of East Anglia.

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

Response to Freedom of Information Act 2000 request (FOI_16-120)

- 1. What was is the current state of the universities IT software and system infrastructure? Are there any plans to upgrade it as a way to improve standards and University Performance?*
- 2. Are there any projects (IT or Otherwise) that have been actioned – or waiting to be actioned – that would require staff to undertake training by an external agent in order for training to be completed to a high standard.*
- 3. If there is any Training planned with outside agents please could you provide me with details of any quotes you have obtained and how they were obtained.*
- 4. If there is any Training planned please could provide details of what training has been procured and when it is scheduled to take place?*
- 5. Is there any training that is procured through outside agents not affiliated to the university? If so how does the university find such outside agents?*
- 6. What was the figure spent on training and personal development plans for employees through outside agents in the last financial year? (April 2015 – March 2016)*
- 7. Could you please provide me with a breakdown of what has been budgeted to spend on staff training for the current financial year? (April 2016-March 2017)*
- 8. Could you please forward a copy of an up to date IT Staff organisational chart as well as the contact details for managers – both IT and general office managers?*
- 9. Has the organisation ever purchased a skills license, either in this or previous financial years.*
- 10. If you have purchased Skills License which organisation was it purchased from?*
- 11. What was the total value of the Skills License, and how much of that amount has been spent on training so far?*
- 12. What is the remaining amount on the skills license?*

[Information exempted pursuant to s.12(1), Freedom of Information Act]

The requested information is exempted from release for the reasons noted in the letter above.