



University of East Anglia

Information Services Directorate

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[Redacted]

06 April 2017

Dear [Redacted]

Freedom of Information Act 2000 – Information request (ref: FOI_17-070)

We have now considered your request of 14 March 2017 for information relating to ERP systems and ORACLE databases.

Our response is on pages 3-5 of this letter, together with a copy of your request. As you have not responded to our request of 24 March 2017 for clarification, we are proceeding on the basis of our initial understanding 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	Release of the requested information would, or would be likely to, prejudice the prevention or detection of crime

We believe that release of the exact version of our applications and Oracle databases would be likely to prejudice the prevention of crime.

To release such information would allow an attacker to exploit known weaknesses in a specific version of either an application or Oracle database. This would result in a potential compromise of our information asset security and would be classed as a crime under the Computer Misuse Act 1990.

Additionally, knowledge of application and Oracle database versions would also be useful for anyone trying to steal the intellectual property of the University by allowing them to exploit such weaknesses to gain unauthorised access to our systems. This information, in combination with other information already available to a committed intruder, would benefit such experienced attackers in any attempted penetration of our security and theft of our intellectual property.

Release of any information under the Act represents a disclosure to the world at large. As such we believe to disclose this specific information would expose the University's IT systems to various types of unlawful attack, 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(1) 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 the IT infrastructure underpinning much of the work of the organisation.

However, 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.

We believe that 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 information.

We hope this response 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_17-070)

o What Applications are you running for:

- | | |
|-----------------------------------------|----------------------------------------|
| <i>o Finance?</i> | - Unit 4, Agresso Business World (ABW) |
| <i>o HR?</i> | - Northgate, Resourcelink |
| <i>o Payroll?</i> | - Northgate, Resourcelink |
| <i>o Project?</i> | - Not applicable |
| <i>o CRM?</i> | - Tribal SITS; Raisers Edge |
| <i>o Manufacturing?</i> | - None |
| <i>o Sourcing?</i> | - None |
| <i>o Invoice Scanning Tool?</i> | - Unit 4, Agresso Business World (ABW) |
| <i>o Are you using Config Snapshot?</i> | - None |
| <i>o What BI Tool are you using?</i> | - Tableau |

Please note that we are interpreting 'running' to mean systems that we actively manage and administer, excluding software as a service systems.

o What versions of the above Applications are you running?

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

This information is exempted from release for the reasons in the above-noted letter. However, we can state that all applications are maintained at no more than two (2) versions from the supplier's current version.

o When was your last Application upgrade?

Application upgrades are run on regular release cycle typically every 6 or 12 months.

o Are you planning another upgrade in the next 12-18 months?

Yes.

o Do you have an Oracle support partner for applications? If so who?

No.

o What kind of support is included in the contract (functional/technical/etc.?)

Not applicable, see response above.

o What is the value of the application support contract?

Not applicable, see response above.

o When does it expire?

Not applicable, see response above.

o Are you running any Oracle Databases?

Yes.

Please note that, as above, we are interpreting 'running' to mean systems that we actively manage and administer, excluding software as a service systems.

o If so, what versions are you currently running?

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

This information is exempted from release for the reasons in the above-noted letter.

o What applications are being run on these Databases?

Human Resources/Payroll, Student Records, Library Management, Identity Management

o Are you planning another Database upgrade in the next 12-18 months?

Yes.

o Do you have an Oracle support partner for Databases? If so who?

No.

o What is the value of the database support contract?

Not applicable, see response above.

o When does it expire?

Not applicable, see response above.

o Where are the databases held? Hosted, onsite/offsite?

Databases are held onsite.

o If not, how many in-house DBAs do you have?

Two (2).

o Where do you advertise any Oracle procurement opportunities?

Any procurement below £25,000 (not including VAT) does not require tendering, and is not advertised. Contracts of a value of £25,000 and above are advertised on Contracts Finder (UK Govt. portal). Contracts for supplies and/or services of a value of £164,176 and above are advertised in Official Journal of the European Union (OJEU) in addition to the Contracts Finder (UK Govt. portal). Works contract of a value of £4,104,394 and above are also advertised in Official Journal of the European Union (OJEU) and Contracts Finder (UK Govt. portal).

o Who is responsible for looking after the contract for the Oracle estate?

Paul Hooper, Assistant CIS Director.

o Who is responsible for looking after the licenses for the Oracle estate?

Paul Hooper, Assistant CIS Director.

o How much do you pay annually for Oracle Support & Maintenance?

UEA pays £60,638.00 annually for Oracle support and maintenance.

o When does this contract renew?

We have an Oracle Campus Licence on a rolling annual renewal.

o Do you work with off-shore partners?

No.