



University of East Anglia

Information Services Directorate

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[REDACTED]  
  
09 June 2017

Dear [REDACTED]

**Freedom of Information Act 2000 – Information request (ref: FOI\_17-134)**

We have now considered your request of 31 May 2017 for information relating to remote working tools.

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

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](https://ico.org.uk/Global/contact_us), or by telephone on 0303 123 1113.

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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\_17-134)

*Does your organisation utilise any of the following technologies to allow students to remotely access software/computing resource; if so, which?*

- *Remote Desktop Services*
- *Virtual Desktop Infrastructure*
- *Virtual Private Networks and student's own devices*
- *Other (Please specify)*

The University offers the following technologies:

- Remote Desktop Services
- Virtual Private Networks
- Residence Wired and Campus Wireless connectivity for the student's own devices (extended to local hospitals for Norwich Medical School student placements)

The University does not utilise Virtual Desktop Infrastructure.