



University of East Anglia

Information Services Directorate

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[REDACTED]

26 July 2017

Dear [REDACTED]

Freedom of Information Act 2000 – Information request (ref: FOI_17-164)

We have now considered your request of 27 June 2017 for the following information:

1. *For 2012, 2013, 2014, 2015, 2016 and 2017 (to date):*
 - a. *The number of cyber attacks that you have been a target of, with the date of each attack*
 - b. *For each attack, please state whether data was compromised and if so what was compromised*
 - c. *For each attack, please state how many devices were affected*
 - d. *For each attack, if known, the technique used i.e. DDoS (Direct Denial of Service), Adware, Phishing, Tampering, Spoofing, Bluejacking, Password attacks*
 - e. *For each attack, whether it was reported to the police*
 - f. *For each attack, whether it was reported to the Information Commissioner's Office*

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.

Currently, our security incident records system only holds up to three months available data. The remainder is archived and would entail significant resource to extract data for each of the requested months. In order to access archived data, we estimate that it would require approximately 90 hours of work to create processes to extract data from the archive into our data warehouse, which would then enable us to create a suitable report to provide the requested information in an intelligible form.

Additionally, we would have to examine relevant records held elsewhere in the University such as our IT incident reporting system, and our misuse reporting system. Once again, it should be noted that this information would not be a complete representation of the number of attacks levelled against UEA.

To assist you in formulating a request to which we can respond, using the parameters of your original request, we can provide the number of phishing attacks that have been recorded within our IT incident reporting system. However, it should be noted that this figure is based upon the number of user accounts disabled as a result of such an attack. Records will vary considerably due to a change in the way in which we classify and record the number of phishing attacks.

The non-archived data in our security system is also capable of being provided although we should note that this will also require some bespoke reports to be written to recover the data which may place us close to the appropriate limit once again. We would also not hold data for all the years requested however.

Finally we should have some information regarding attacks that resulted in some action on our part whether it be a communication to staff and/or affected users, or referrals to police or regulatory bodies.

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's Office. Further information is available on their website:

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

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