



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](mailto:foi@uea.ac.uk)

Tel: +44 (0) 1603 593 523

Fax: +44 (0) 1603 591 010

Web: <http://www.uea.ac.uk>

14 August 2017

Dear [REDACTED]

**Freedom of Information Act 2000 – Information request (ref: FOI\_17-185)**

We have now considered your request of 26 July 2017 for information relating to the University of East Anglia ERP/Finance system. 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.

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\_17-185)

What ERP (Enterprise Resource Management) or Finance system is currently used at the University?

The Finance system used by the University is Agresso Business World (ABW). We do not use this as a full ERP system.

When does your contract expire?

The contract does not have an expiry date. We renew our ABW licence every year in the month of July.

Do you have any planned upgrades of the software? If so, when?

The ABW upgrade is currently scheduled for September 2017.

Are you planning to go to market for a different ERP/Finance system? If so, when?

There are no plans to go to market for a different ERP/Finance system at this present time.

How many users/licenses of the system do you have at the University?

There is a campus wide agreement, which allows all our staff to use ABW. There are currently 1310 active users.

Who is the person responsible for your ERP/Finance system? Please provide full name, title and contact information if possible?

The Service Owner (i.e. system content) is as follows:

Ian Callaghan  
Director of Finance and Planning  
University of East Anglia  
Norwich Research Par  
Norwich NR4 7 TJ  
Phone: (0)1603 593612  
Email: [i.callaghan@uea.ac.uk](mailto:i.callaghan@uea.ac.uk)

The System Owner (i.e. system infrastructure) is as follows:

Paul Hooper  
Assistant CIS Director  
University of East Anglia  
Norwich Research Par  
Norwich NR4 7 TJ  
Phone: (0)1603 591029  
Email: [p.hooper@uea.ac.uk](mailto:p.hooper@uea.ac.uk)

Please note that the UEA Executive Team have overall responsibility for approving any new IT system requests.