



University of East Anglia

Information Services Directorate

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27 November 2017

Dear [REDACTED]

Freedom of Information Act 2000 – Information request (ref: FOI_17-273)

We have now considered your request of 06 November 2017 for the following information:

I would like to request the following breakdown of the Universities IT hardware maintenance contract and associated costs.

- *A list of the models of the physical servers, storage devices, tape libraries, network switches and routers under support contracts.*
- *The cost and duration of said contracts, with start and end dates and service level associated with the equipment.*
- *Could you also supply the names of the suppliers of the aforementioned support services for each contract?*
- *I would also request the name of the person/s in your organisation responsible for the maintenance support contracts.*

The requested information is available within the document entitled ITCS Contracts 2017/18, available on our website here: <https://portal.uea.ac.uk/documents/6207125/6884211/ITCS+IT+Contracts+2017-2018.pdf/>

However, 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	Some of the requested information would, or would be likely to, prejudice the prevention or detection of crime

Exemption explanation

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.

Release of any information under the Act represents a disclosure to the world at large. Release of information regarding the model of network switches UEA deploys would adversely affect the University's ability to prevent the criminal act of illegally accessing the University's IT system and content.

If we were to disclose the requested information, a motivated individual or group could use this information to target known potential vulnerabilities in the model type, thus exposing the University's IT systems to various types of unlawful attack and 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 how we manage the IT network underpinning much of the work of the organisation.

However 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 knowing the exact model of network switches deployed by UEA.

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