



University of East Anglia

Information Services Directorate

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[REDACTED]

05 December 2017

Dear [REDACTED]

**Freedom of Information Act 2000 – Information request (ref: FOI\_17-274)**

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

*As part of an upgrade to a majority of our internal systems, I have been tasked with contacting the Top 50 Universities in the UK to try and get a picture of what system or systems are used, as well as their effectiveness and any issues you've had. If you could kindly complete the attached table with as much detail as you can that would be much appreciated.*

Our response is provided within the accompanying Excel file entitled FOI\_17-274 Appendix A as requested.

On this occasion, it is not possible to provide all the requested information. In line with your rights under section 1(1)(a) of the Act to be informed whether information is held, we confirm that the University does not hold information relevant to your questions 'What works well', 'What are the known limitations', and all three (3) 'Additional questions'. This is because UEA does not actually hold any recorded information that is relevant to any of the questions. Whilst we may have an opinion on any or all of these questions, the scope of FOIA is limited to recorded information only.

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