



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
Tel: +44 (0) 1603 593 523
Fax: +44 (0) 1603 591 010
Web: <http://www.uea.ac.uk>

30 January 2018

Dear [REDACTED]

Freedom of Information Act 2000 – Information request (ref: FOI_18-009)

We have now considered your request of 08 January 2018 for information relating to the IT infrastructure at UEA.

Our response is on pages 3-4 of this letter, together with a copy of your request.

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. We are aware of publicly available websites which list known vulnerabilities of specific vendors, including the vendors of our networks and security systems. If we were to disclose certain information relating to our network, details of our security systems, and information on the destruction of HDD at UEA, it would enable a motivated individual or group to identify both what security is in place and potentially any known vulnerabilities for that particular software or system.

This would simplify and mask any chosen method of attack, would enhance intelligence on how to circumvent UEA security, and would reduce any pre-warning of impending attack. The result would be the exposure of the University's IT systems to various types of unlawful attack and consequently prejudicing the prevention of criminal activity.

Application of the s.31(1) exemption 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 the identity of the certain vendors, and software and hardware brands.

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

Response to Freedom of Information Act 2000 request (FOI_18-009)

Under the Freedom of Information Act 2000 may I kindly request the following information about the Universities IT Infrastructure Information. The information needed is as follows:

IT Compliant Route to purchase

What Frameworks are used for IT Procurement? (ie. SSSNA, NEUPC, Janet, CCS, CPC)?

The following frameworks are used for IT procurement:

- NEUPC
- CCS
- JANET

Network

How many switches?

How many routers?

How many wireless controllers/ AP's?

Network speed?

Value of existing Network support contract ?

Is the university going out to Tender for networking this year?

We have 650 network switches, approximately 50 routers, and 16 wireless controllers supporting approximately 2,500 APs. Local network speeds vary between 10Mb/s and 40Gb/s depending upon requirements.

The existing supply and break/fix support contract for LAN equipment was tendered in 2014 under the NEUPC Networking - Supply & Services ITS2001 NE framework (Lot 1 – Network Equipment only) , and was valued in the tender document at £640k + vat over the 3+1 year term which included a core refresh.

The wireless contract was awarded in 2014 via the Crown Commercial Service "Sprint II" (RM720) framework and was valued at £458k + vat over the 4 year term at inception. This value was for a refresh of the campus transmitters and included a significant step change in provision (tripled the number of APs) to extend wireless coverage into our student accommodation.

UEA is going out to tender this year for networking and is currently undertaking manufacturer-based proof-of-concepts regarding wireless replacement. Planning to tender via the JANET Routers and Switches framework (LUPC).

Network

Network vendor?

If you use Cisco, do you use Smart Collector?

Network contract start date?

Date Network Support ends / is refreshed ?

Do you use Network virtualisation?

[Information exempted pursuant to s.31(1)(a), Freedom of Information Act]

All information regarding our network vendor, use of Cisco, network contract dates and network virtualisation is exempted from release for the reasons noted in the above letter.

Security

IT Security vendors used?

IT Security Support renewal date?

Do you use 2FA?

What web and email filtering is used?

What DLP is in place?

What SIEM solution is used?

What intrusion prevention is used?

What endpoint security is used?

[Information exempted pursuant to s.31(1)(a), Freedom of Information Act]

All information regarding our security vendors and systems is exempted from release for the reasons noted in the above letter.

Cloud

Are you using or are interested in AWS/Google or Azure for cloud services?

Do you use any Cloud File Storage? If so, what?

Yes, we use Microsoft Azure for Cloud file storage and services.

Data Destruction

Is there a Data Destruction Policy in place?

Yes, there is a Data Destruction Policy in place.

Data Destruction

Do you destroy HDD onsite or outsource the service?

Current Supplier of HDD destruction services?

Is the HDD wiped / degaussed before leaving your datacentre? If, yes, how do you ensure that the data has been completely erased Approx. Number of drives destroyed/wiped per annum?

[Information exempted pursuant to s.31(1)(a), Freedom of Information Act]

All information regarding the destruction of HDD is exempted from release for the reasons noted in the above letter.