



University of East Anglia

Information Compliance (ITCS)

The Library
University of East Anglia
Norwich Research Park
Norwich NR4 7TJ
United Kingdom

Email: foi@uea.ac.uk
Tel: +44 (0) 1603 593523
Fax: +44 (0) 1603 591 010
Web: <http://www.uea.ac.uk>

[Redacted]

09 August 2018

Dear [Redacted]

Freedom of Information Act 2000 – Information request (ref: FOI_18-161)

We have now considered your request of 18 July 2018 for information relating to the University’s Local Area Network contract.

Our response is on pages 3-5 of this letter along 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.21(1), Information reasonably accessible to applicant by other means	The UEA LAN contract is available via a 3 rd party website
s.31(1)(a), Law enforcement	Some of the requested information would, or would be likely to, prejudice the prevention or detection of crime

Section 21(1) exemption explanation

We have established the requested contract document is reasonably accessible by other means and so has been exempted under section 21(1) of the Act. The section 21 exemption permits us to exempt requested information that is held by ourselves, if that information is reasonably available to the requester by another route.

We have indicated where s.21(1) applies in our response below, and have suggested a route of access to the requested information.

Section 31(1) 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 wired and wireless networks. If we were to disclose the information requested in question 6 of your request, a motivated individual or group could use these sites to target any potential vulnerabilities, 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 the requested vendor names.

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, 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 Compliance Manager
University of East Anglia

Response to Freedom of Information Act 2000 request (FOI_18-161)

Please can you send me the organisation's Local Area Network (LAN) contract, which may include the following:

- *Support and Maintenance- e.g. switches, router, software etc*
- *Managed- If this includes services than just LAN.*

[Information exempted pursuant to s.21(1), Freedom of Information Act]

The contract you request is available at HE Contracts website here:

<https://www.hecontracts.co.uk/agreements/172#documents>

Our particular contract is with Insight and it can be accessed via the 'Documents' tab on that page.

1. Contract Type: Managed or Maintenance

Maintenance.

2. Existing Supplier: Who is the current supplier?

Please refer to this document on our website for information regarding all IT-related contracts:

<https://portal.uea.ac.uk/documents/6207125/6884211/ITCS+IT+Contracts+2017-2018.pdf>

3. Annual Spend for each supplier: What is the annual average spending on the supplier above? If there is more than one supplier please split the annual averages spend for each supplier.

In 2017-18 we spent around £100,000 (Inc. VAT) with Insight under the budget heading of support and maintenance.

4. Number of Users: Please can you provide me with the number of users this contract covers. Approximate number of users will also be acceptable.

The current student and staff population of UEA is available on our website here:

<https://www.uea.ac.uk/about/media-room/facts>

5. Number of Sites: The number of sites, where equipment is supported by each contract.

We have one (1) main site and five (5) satellite locations.

6. Hardware Brand: What is the hardware brand of the LAN equipment?

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

This information is exempted from release for the reasons noted in the above letter.

7. **Contract Description:** Please provide me with a brief description of the overall contract.

The contract is for Break-fix services and for software updates.

8. **Contract Duration:** What is the duration of the contract is and can you please also include any extensions this may include

All information regarding the duration of our IT contracts is available on our website in the document 'ITCS IT Contracts 2017-18:

<https://portal.uea.ac.uk/documents/6207125/6884211/ITCS+IT+Contracts+2017-2018.pdf>

10. **Contract Expiry Date:** When does the contract expire?

Please see response to question 8 above.

10. **Contract Review Date:** When will the organisation is planning to review the contract?

Please see response to question 8 above.

11. **Responsible Officer:** Contact details including name, job title, contact number and email address?

Pete Andrews, Head of Networking, 01603456161, p.andrews@uea.ac.uk

If the LAN maintenance is included in-house please include the following information:

1. **Hardware Brand:** What is the hardware brand of the LAN equipment?

Not applicable as LAN maintenance is not included in-house.

2. **Number of Users:** Please can you provide me with the number of users this contract covers. Approximate number of users will also be acceptable.

Not applicable as LAN maintenance is not included in-house.

3. **Number of Sites:** Estimated/Actual number of sites the LAN covers.

Not applicable as LAN maintenance is not included in-house.

4. **Responsible Officer:** Who within the organisation is responsible for LAN please provide me with contact details including name, job title, contact number and email address?

Not applicable as LAN maintenance is not included in-house.

If the contract is managed by a 3rd party e.g. Can you please provide me with

1. Existing Supplier: Who is the current supplier?

Not applicable as the contract is not managed by a 3rd party.

2. Number of Users: Please can you provide me with the number of users this contract covers. Approximate number of users will also be acceptable.

Not applicable as the contract is not managed by a 3rd party.

3. Number of Sites: Estimated/Actual number of sites the LAN covers.

Not applicable as the contract is not managed by a 3rd party.

4. Contract Type: Managed, Maintenance, Installation, Software

Not applicable as the contract is not managed by a 3rd party.

5. Hardware Brand: What is the hardware brand of the LAN equipment?

Not applicable as the contract is not managed by a 3rd party.

6. Contract Description: Please provide me with a brief description of the overall contract.

Not applicable as the contract is not managed by a 3rd party.

7. Contract Duration: What is the duration of the contract is and can you please also include any extensions this may include.

Not applicable as the contract is not managed by a 3rd party.

8. Contract Expiry Date: When does the contract expire?

Not applicable as the contract is not managed by a 3rd party.

9. Contract Review Date: When will the organisation is planning to review the contract?

Not applicable as the contract is not managed by a 3rd party.

10. Responsible Officer: Who within the organisation is responsible for each of these contract(s) please provide me with contact details including name, job title, contact number and email address?

Not applicable as the contract is not managed by a 3rd party.