



University of East Anglia

Information Compliance (ITCS)

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[Redacted]

23 October 2018

Dear [Redacted]

**Freedom of Information Act 2000 – Information request (ref: FOI\_18-250)**

We have now considered your request of 11 October 2018 for information relating to:

*“Firewall services used within the University, Anti-virus Software Application, Microsoft Enterprise Agreement, expenditure relating to those contracts and length of contracts.”*

Our response is on pages 2 - 5 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 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. The supplier used by the University in matters relating to Firewall security, is a specialist in their field. By divulging the supplier the product(s) used would then become identifiable.

If we were to disclose the requested information, a motivated individual or group could use knowledge of the product(s) or similar products to target potential vulnerabilities, 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 be likely to 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 identity of the provider of the University's Firewall security and associated product(s).

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 40 working 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

Paul Cutting  
Information Compliance Specialist  
University of East Anglia

## Response to Freedom of Information Act 2000 request (FOI\_18-250)

*1. Standard Firewall (Network) - Firewall service protects your corporate Network from unauthorised access and other Internet security threats*

*a) Who is the existing supplier for this contract?*

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

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

*b) What does the organisation spend for each of contract?*

£295,800 as of 16/10/18

*c) What is the description of the services provided for each contract? Please do not just state firewall.*

Supply, break-fix and software support

*d) Primary Brand (ONLY APPLIES TO CONTRACT 1&2)*

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

The requested information is exempted from release for the reasons noted in the letter above. *e) What is the expiry date of each contract?*

23/08/2018

*f) What is the start date of each contract?*

31/07/2018

*g) What is the duration of the contract?*

Five years.

*h) The responsible contract officer for each of the contracts above? Full name, job title, contact number and direct email address.*

Mr Pete Andrews, Head of Networking. 01603 456161 [p.andrews@uea.ac.uk](mailto:p.andrews@uea.ac.uk)

*i) Number of License (ONLY APPLIES TO CONTRACT 3)*

Not applicable.

2. *Anti-virus Software Application - Anti-virus software is a program or set of programs that are designed to prevent, search for, detect, and remove software viruses, and other malicious software like worms, trojans, adware, and more.*

a) *Who is the existing supplier for this contract?*

SoftCat

b) *What does the organisation spend for each contract?*

£44,302.72

c) *What is the description of the services provided for each contract? Please do not just state firewall.*

Software reseller.

d) *Primary Brand (ONLY APPLIES TO CONTRACT 1&2)*

Microsoft

e) *What is the expiry date of each contract?*

December 2018

f) *What is the start date of each contract?*

December 2013

g) *What is the duration of contract?*

Five years.

h) *The responsible contract officer for each of the contracts above? Full name, job title, contact number and direct email address*

Jon Woodley, Head of Systems, 01603 592415, [j.woodley@uea.ac.uk](mailto:j.woodley@uea.ac.uk)

i) *Number of License (ONLY APPLIES TO CONTRACT 3)*

Not Applicable

3. *Microsoft Enterprise Agreement - is a volume licensing package offered by Microsoft.*

a) *Who is the existing supplier for this contract?*

SoftCat

*b) What does the organisation spend for each of contract?*

£169,237.70

*c) What is the description of the services provided for each contract? Please do not just state firewall.*

Software reseller.

*d) Primary Brand (ONLY APPLIES TO CONTRACT 1&2)*

Not applicable.

*e) What is the expiry date of each contract?*

July 2020.

*f) What is the start date of each contract?*

August 2017

*g) What is the contract duration of contract?*

Three years.

*h) The responsible contract officer for each of the contracts above? Full name, job title, contact number and direct email address*

Jon Woodley, Head of Systems, 01603 592415, [j.woodley@uea.ac.uk](mailto:j.woodley@uea.ac.uk)

*i) Number of License (ONLY APPLIES TO CONTRACT 3)*

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