



University of East Anglia

Information Compliance (ITCS)

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17 October 2019

Dear [REDACTED]

**Freedom of Information Act 2000 – Information request (ref: FOI\_19-306)**

We have now considered your request of 19 September 2019 for

- “- The total budget for all of UEA’s mobile phone apps by UEA for the past five financial years (2015/16- present).*
- The money paid to agencies for work relating to these apps (categorised by agency) for the 2018-19 financial year.*
- Any ongoing related costs of the apps (categorised, such as app hosting) for the 2019-19 financial year.”*

Unfortunately, on this occasion it is not possible to provide any of the requested information. We have determined that the cost of finding and assembling some of the information will exceed the ‘appropriate limit’ as defined by section 12 of the Act and the Freedom of Information and Data Protection (Appropriate Limit and Fees) Regulations 2004/3244.

The appropriate limit of £450, which equates to 18 hours’ work, can relate to one request in its entirety or a series of linked requests. If the University cannot locate, retrieve and extract some or all of the requested information within the 18 hours we are not obliged to provide any of the information.

The University does not have either a specific allocated budget for mobile phone apps nor an individual budget code for mobile phone apps that would allow us to identify costs relevant to mobile phone app development or ongoing maintenance.

In order to identify costs related to this we would need to examine every invoice that we could identify as being within the relevant field of work and we would need to do this across the whole university.

To give you an example, we have looked at the Faculty of Medicine and Health Sciences and estimate that it processes 1500-1700 invoices per financial year. Even if we are able to discount up to 75% of invoices by filtering known budget codes we would still be left with approximately 400 invoices to review.

We estimate that at 2 minutes per invoice it would take over 13 hours to review all the potentially relevant invoices for one year in one Faculty. Multiplying that by five gives a total of over 65 hours for one faculty to answer question 1 alone.

To assist, we have not identified current work to develop mobile phone apps and do not believe this is a major activity currently taking place across the University.

If you wish to submit a revised request to the University, we suggest that you limit the scope of your request to known apps currently available on the Google Play Store or the Apple App Store.

We should point out that any revised request you submit will be treated as a new FOI request, and the 20 working day time limit will begin again.

We are sorry we cannot provide the data you requested, but trust this letter explains our position. If you are unhappy with our response, you have the right of appeal against this decision. 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. In line with section 5.3 of the UK Government's Freedom of Information Act Code of Practice, we are not obliged to accept internal reviews after this date.

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 quote our reference given at the head of this letter in all correspondence.

Yours sincerely

Emma Gedge  
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University of East Anglia