



Information Services Directorate

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[REDACTED]

06 February 2015

Dear [REDACTED]

**FREEDOM OF INFORMATION ACT 2000 - INFORMATION REQUEST
(Our Ref: FOI_15-006)**

We have now considered your request of 10 January 2015 as clarified on 05 February 2015 for information relating to external/3rd party hosting contracts for the provision of IT services at UEA. We regret that on this occasion it is not possible to respond.

As noted in our email to you of 05 February 2015, there are a very large number of units within the University which would be in a position to deploy the systems in which you are interested, and in particular, those you would class as 'software as a service' and 'web hosting' systems.

In my email of 05 February I did note that if your request was for systems administered both centrally and 'locally' (i.e. at School or administrative unit level), it would be highly likely that the time it would take to locate and recover the information would be in excess of 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, relates to a request in its entirety. If the University cannot locate, retrieve and extract some or all of the requested information within the 18 hours we are not obliged to retrieve any of the requested information.

As you have requested information without distinguishing whether you wish to see data for all systems or simply those centrally administered, we have to assume you are requesting all such systems, regardless of the level at which they are administered.

We have estimated that, if we simply set the number of units affected at 40, it would take less than ½ hour's work on the part of each of them to exceed the appropriate limit. It is our belief that this limit has already been reached, even without accounting for the large number of research projects in a position to contract for the systems of interest to you.

As indicated in my email of 05 February, if we limit the request to systems that are administered centrally, we would be in a position to respond to your request. It is our judgment that any request for systems administered locally would exceed the appropriate

limit for the reasons outlined above. Any request(s) arising from this current request will be treated as new request(s) under the Act, rather than a continuation of this current request.

You have the right of appeal against this decision. If you wish to appeal, please set out in writing your grounds of appeal and send to me at the address noted in the heading to this letter.

You must appeal our decision 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 whose [contact details](#)¹ can be found on their website.

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

Yours sincerely

David Palmer
Information Policy and Compliance Manager
University of East Anglia

¹ https://ico.org.uk/Global/contact_us