Information Services Directorate

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

19 February 2015

Dear ██████████

Freedom of Information Act 2000 – Information Request (Our Ref: FOI_15-023)

We have now considered your request of 02 February 2015 for information relating to the IT infrastructure and services at UEA. We regret that on this occasion it is not possible to provide the requested information.

We are unable to respond due to the fact that the time/effort required 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.

In particular, the time and effort required to respond to your questions "*How many databases do you use?*" and "*What Software Applications Do You Run?*" would alone exceed the appropriate limit of 18 hours work to locate and retrieve the requested information. For example, there are over 700 current research projects, each of which could be using a software application and/or a separate database. In addition there are over 40 separate Schools and administrative units, all of which have the authority to purchase and deploy 'local' databases and software applications. We have estimated that, if we even consulted 40 departments, it would take less than ½ hour's work on the part of each of them to exceed the appropriate limit.

Additionally, given the number of 'local' applications and databases, the time required to locate and extract the information necessary to answer your question "*How Much Data Do You Store*" would also require more than 18 hours if it is interpreted to include all of the above-noted 'local' systems inclusive of cloud-based systems.

Finally, a similar issue arises with your question "*What Was the IT Budget for April 2014 to April 2015?*" Whilst we could provide a figure for centrally managed IT services, it should be noted that there is IT spend in every Faculty and unit, and potentially within all the projects noted above.

However, were you to delete these questions, or, submit a request for a more limited range of information such as those related solely to systems managed centrally, we would be in a position to provide a response.

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