

[REDACTED]

03 July 2015

Dear [REDACTED]

Freedom of Information Act 2000 – Information request (FOI_15-102)

We have now considered your request of 08 June 2015 as clarified on 12 and 15 June for information relating to ICT technical training at UEA from 1st April 2015 to the 31st of March 2016. Our response is provided on pages 2-4 of this letter, together with a copy of your original request. We hope this response will meet your requirements.

It is not, however, possible to provide all the requested information. In line with your rights under section 1(1)(a) of the Act to be informed whether information is held, we confirm that the University does not hold some of the requested information. Specifically, we do not hold information relevant to questions 3, 5 and 6 of your request for the reasons set out below each relevant question.

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.

You have the right of appeal against this response to your request for information. If you wish to appeal, please set out in writing your reasons for appealing and send to the above address.

You must appeal our response 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

Response to Freedom of Information Act 2000 request (FOI_15-102)

I am Requesting this information in accordance with the Freedom of Information Act 2000 and appreciate your timely response; the questions I would like to ask are included below:

Q1 What budget has been allocated for ICT technical training from 1st April 2015 to the 31st of March 2016? [As clarified on 12 June 2015 to mean training on systems/software and on 15 June 2015 to mean amount spent]

£11,234.84 has been spent on ICT technical training for the period 01/04/15 to 31/03/16 (i.e. to date).

Q2 Can you please provide details of the ICT Managers/Mangers that will purchase ICT technical training? [As clarified on 15 June to only include the name, job title and point of contact for such managers].

The ICT Managers responsible for purchasing ICT technical training are as follows:

IT & Computing Service	Corporate Information Systems	Faculty IT Support
Mr Iain Reeman ICT Systems Director +44 (0)1603 59 2926 i.reeman@uea.ac.uk	Mr Jonathan Richardson Assistant CIS Director +44 (0)1603 59 1029 jonathan.richardson@uea.ac.uk	Mr Mark Jones Assistant Director – Faculty IT Support +44 (0)1603 59 2442 mark.jones@uea.ac.uk
Mr Pete Andrews Head of Networking Services +44 (0)1603 59 3804 p.andrews@uea.ac.uk	Mr Thompson Zulu Head of Application Support & Development +44 (0)1603 59 1975 t.zulu@uea.ac.uk	Mr Tony Robinson IT Account Manager (SSF/HUM/CEN) +44 (0)1603 59 2439 tony.robinson@uea.ac.uk
Mr Chris Collins Head of Research Computing +44 (0)1603 59 2349 c.j.collins@uea.ac.uk	Mr Ben Petley Head of Support & Analysis +44 (0)1603 59 3662 b.petley@uea.ac.uk	Mr Malcolm Rae IT Account Manager (FMH/SCI) +44 (0)1603 59 3305 m.rae@uea.ac.uk
Mr Jon Woodley Head of Systems +44 (0)1603 59 2415 j.woodley@uea.ac.uk		Ms Alicia McConnell Head of Learning Technology +44 (0)1603 59 1250 alicia.mcconnell@uea.ac.uk
Mr Dominic Belisario Data Centre Manager +44 (0)1603 59 3207 d.belisario@uea.ac.uk		

Q3 Please can we have a list of RFQ (Request for Quotes) for any training that will be purchased within the coming 12 months?

[Information not held - s.1(1)(a), Freedom of Information Act]

The university has not submitted any requests for quotes for technical training to take place within the next 12 months.

Q4 Is there ICT technical training required to be purchased within a certain time-frame?

The only such provision is within our financial policy that states any training needs identified within any financial year must be purchased and undertaken by the last day of that financial year (i.e. 31 July).

Q5 Can I have a list of any ICT software Upgrades planned for the new financial year?

[Information not held - s.1(1)(a), Freedom of Information Act]

The Programme of work for 2015/16 has not been confirmed so therefore we do not hold any list of ICT software upgrades planned for that period.

Q6 Can I have a list of any hardware upgrades planned for the new financial year?

[Information not held - s.1(1)(a), Freedom of Information Act]

The Programme of work for 2015/16 has not been confirmed so therefore we do not hold any list of ICT hardware upgrades planned for that period.

Q7 Can you provide copies or details of any ICT projects? [As clarified on 12 June to mean the title and timescale of each project]

A list of current ICT projects is provided in below table.

Project Name	Start Date	End Date
Enterprise wide reporting	Feb-2014	Mar-2016
Identity Management (SPOT) Replacement	Apr-2014	Aug-2015
Agresso Research Costing & Pricing (ARCP) (was part of Agresso ABW financial systems)	Sep-2014	Dec-2014
Assessment & Feedback	Sep-2014	Sep-2015 (TBC)
PURE Portal	Sep-2014	Apr-2015
Online Payment (WPM)	Sep-2014	Apr-2015
Cloud Tools (Office 365)	May-2014	Sept-2015 (TBC)
Research Storage	Nov-2014	Jan-2015
ITIL Implementation	Sep-2014	Sep-2015 (TBC)
Library Systems Enhancement	Sep-2014	TBC
IT Security Improvements	Sep-2014	Sep-2018
Digitisation & Reading List	Oct-2014	TBC

Q8 How much ICT technical training, has been purchased from QA Limited since first of April 2015? [Clarified on 15 June 2015 to mean the monetary value of any such training purchased]

The University has spent £3,285.00 with QA Ltd since the 1st April 2015 for technical training.

Q9 Do you currently have any skills licences purchased with QA Limited?

No.

B- If so can you please provide a usage report?

Not applicable – see response to question 9 above.

Q10 Can you please provide details of the ICT Managers/Mangers that will purchased the licence?

Not applicable – see response to question 9 above.