

██████████

08 July 2015

Dear ██████████

Freedom of Information Act 2000 – Information request (ref: FOI_15-106)

We have now considered your request of 15 June 2015 for information relating to the provision and costing of ICT services at UEA. I should note that we have yet to receive a response from you to our emails of 15 and 18 June 2015, so our response is based upon our understanding of the request as submitted.

Unfortunately on this occasion we have determined that the cost of finding and assembling some of the requested 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, 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 addition, there are some parts of your request where we are unsure of precisely what information is required. When interpreting requests made under the Freedom of Information Act, the Information Commissioner's guidance¹ states that public authorities must seek clarification where there is more than one objective reading of a request, and must read requests impartially.

Please also note that public authorities are not required to answer a question if they do not already have the relevant information in recorded form. Questions which require us to provide an opinion or yes/no answer may not be answered unless we can refer to existing recorded information.

While we regret we are not able to respond to your request as it stands, we think we would be able to respond in full to a request that was narrower in scope, and where certain areas were clarified. If you wish to submit a new request it would also be helpful if this could be limited to a specific department of the University, for example the University's Information Services Directorate (who provide the central IT service).

¹ <https://ico.org.uk/media/for-organisations/documents/1162/interpreting-and-clarifying-a-request-foia-eir-guidance.pdf>

To assist you in submitting a request that is capable of receiving a response we will divide list the various question within your request into the following categories;

Category	Question
1. Those questions which push the request over the appropriate limit	3,4,11,12,17, 18
2. Questions we think we could answer, if a revised request were received	1,2,6,7,9,13-16,19,20-31,34-39
3. Questions which require clarification and cannot be answered in their current state (as noted in previous correspondence)	3,4,5,8,10,32,33,40

Please note that some questions fall into more than one category; for example, where a question as currently written would, on our reading, put the request over the appropriate limit but if clarified and narrowed, might be also able to be answered.

We hope the information we have provided will help in drafting a new request if required, but also note that you have the right of appeal against this response. If you wish to appeal, please set out in writing your reasons for appealing and send to the above address. You must appeal 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's Office. Further information is available on their website:

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

David Palmer
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