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[REDACTED]

05 August 2015

Dear [REDACTED]

**Freedom of Information Act 2000 – Information request (ref: FOI\_15-127)**

We have now considered your request of 13 July 2015 for information relating to the University's IT department.

Our response is on page 2 of this letter, together with a copy of your request, and we hope this will meet your requirements.

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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](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  
Information Policy and Compliance Manager  
University of East Anglia

## Response to Freedom of Information Act 2000 request (FOI\_15-127)

*In accordance with the Freedom of Information Act, I'd like to request the following information from you:*

1. *In the time from July 01, 2015 through September 30, 2015, have you or will you begin outsourcing any services that are under the purview of the IT department? If so, please list the following details:*
  - a. *Which specific services will be outsourced?*
  - b. *Who will you be outsourcing these services to?*

No IT services will begin to be outsourced within the specified period. For services that are already outsourced, see our response to Question 1 in our response to a recent related FOI request:

[https://portal.uea.ac.uk/documents/6207125/6966942/FOI\\_14-233.pdf](https://portal.uea.ac.uk/documents/6207125/6966942/FOI_14-233.pdf)

2. *In the time from July 01, 2015 through September 30, 2015, have you or will you begin moving previously outsourced services under the purview of the IT department back "in-house"?*

No.

3. *In the time from July 01, 2015 through September 30, 2015, have you or will you commence any projects that are under the purview of the IT department with a budget of at least 10,000 GBP? If so, please list the following details for each such project:*

*Which applications, systems, or services will be updated, upgraded, refreshed, or introduced as part of any of these projects?*

Yes. It is anticipated that an IT Service Management tool (ITSM) to record and track incidents and requests will be introduced in the time period specified