

Our ref: Fol Review 2009/118 – F0063709

27 July 2009

Mr James Watson @ [request-12499-0f43a884@whatdotheyknow.com](mailto:request-12499-0f43a884@whatdotheyknow.com)

Dear Mr Watson

**Freedom of Information (Scotland) Act 2002 – Review Outcome**

I write with regard to your request dated 30 June 2009 for a review of the University's response to your Freedom of Information request (Request reference – Fol 2009/88 – F0060593).

I am writing to request an internal review of University of Glasgow's handling of my FOI request 'Structure of Student Lifecycle Project'.

You have not answered my query " ..for each position please specify start date, end date, and the cost to the University." In addition you did not attach the Organisation Chart.

A full history of my FOI request and all correspondence is available on the Internet at this address:[http://www.whatdotheyknow.com/request/structure\\_of\\_student\\_lifecycle\\_p](http://www.whatdotheyknow.com/request/structure_of_student_lifecycle_p)

In a subsequent email dated 15 July 2009 you state

I am writing to request an internal review of University of Glasgow's handling of my FOI request 'Structure of Student Lifecycle Project'. You have not answered my query which was " ..for each position please specify start date, end date, and the cost to the University." Your reply only gives information for 2009 and beyond. However, the statement made on page 2 of the "Student Lifecycle Project SMG Paper 17 March 2009" which is:

" Having obtained approval for investment as set out in the Business Case (SMG meeting 26.6.07 'Business Case for Review of Student Administrative Processes') the Student Lifecycle Project (SLP) was established and embarked upon the procurement of a new student information system and associated business transformation activity."

indicates that the Student Lifecycle Project started in 2007 and not in 2009. Please supply the information that I asked for.

A full history of my FOI request and all correspondence is available on the Internet at this address:[http://www.whatdotheyknow.com/request/structure\\_of\\_student\\_lifecycle\\_p](http://www.whatdotheyknow.com/request/structure_of_student_lifecycle_p)

I have reviewed the paperwork in respect of your request dated 27 May 2009 and noted that a reply was sent to you on 18 June 2009. I have noted that although costs were specified, due to an oversight that reply did not include, as was intended, attachments relating to the Project Structure and a table showing the start and end date for each of the various roles associated to the Student Lifecycle Project.

**Graham Paterson, MBA FCCA**  
Corporate Development Director

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However this error was noticed and on 3 July 2009 the appendices and an apology for the oversight were forwarded to you in an email sent to you at 15.54pm that day.

In your further request for a review dated 15 July 2009 you state that while the University's reply provides information from 2009, ...."the statement made on page 2 of the Student Lifecycle Project SMG Paper on 17 March 2009" indicates that the Student Lifecycle Project was established and embarked on during 2007 and not 2009. I have been advised that this related to the procurement and due diligence phases for the project. I have been advised also that official start date for the project was 1 June 2009 and that the work up until that date has been undertaken by staff either seconded to the project or employed on fixed term contracts.

Following my review of your request, costs incurred from 2007 to 31 May 2009 have been established and are attached for your information.

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I confirm that this letter signifies the end of the University's internal procedures. If you remain dissatisfied with the outcome of this review you can appeal to the Office of the Scottish Information Commissioner at the following address:

Scottish Information Commissioner  
Kinburn Castle  
Doubledykes Road  
St. Andrews  
Fife KY16 9DS

Tel: 01334 646610

Email: [enquiries@itspublicknowledge.info](mailto:enquiries@itspublicknowledge.info)

Yours sincerely,

Graham Paterson

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