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Our ref: FOI/12/22

9 February 2012

Mr J Wicker

[Request-103314-8cd69df9@whatdotheyknow.com](mailto:Request-103314-8cd69df9@whatdotheyknow.com)

Dear Mr Wicker

**Freedom of Information Request – IT Support Services**

My letter, dated 30 January 2012, in relation to the above refers.

Having reviewed your request and consulted with appropriate colleagues, I can confirm that the University does hold the requested information. Given, however, the scale and detailed nature of the information, compliance with the request would involve a significant piece of work in terms of retrieving and collating information across the University’s Schools and Directorates.

Section 12 of the Act makes provision for public authorities to refuse requests for information where the cost of dealing with them would exceed the appropriate limit, which for the University is set at £450. This represents the estimated cost of one person spending 2.5 working days in determining whether the University holds the information, locating, retrieving and extracting the information.

From our preliminary assessment, it is clear that we will not be able to process your request as it stands, as we estimate that to provide the level of detail that you require would take several working days.

This does not, however, negate our duty under section 16 of the Freedom of Information Act (FOIA) to provide advice and assistance to assist you in refining your request to fall within our appropriate limit.

I have, therefore, provided a partial response to your request – this is attached as Appendix 1.

If you are dissatisfied with the response provided, please put your complaint in writing to me at the above address. If this fails to resolve the matter, you have the right to apply to the Information Commissioner.

Yours sincerely

Amanda Latimer

Information Compliance Unit