



Information Policy & Compliance
bbc.co.uk/foi

John Walker
Via email: request-104651-b083ec2f@whatdotheyknow.com

5 April 2012

Dear Mr Walker,

Freedom of Information Act 2000 – RFI20120138

Thank you for your request under the Freedom of Information Act, reference number RFI20120138, which was received by the BBC on 4 February 2012 and we apologise for the delay in responding to you:

Reference

http://www.whatdotheyknow.com/request/mark_thompson_and_common_purpose

"Please note that we are not able to access emails prior to 1st January 2009 as these have been archived in the BBC's email archiving system, KVS"

"Due to the size of the archived mailbox we estimate that this process would take approximately four calendar days to complete. In terms of working days this would equate to approximately 12 working days."

I should be grateful if you would:

- 1. Specify exactly what form of backup media is employed, make, model of equipment and also the software.*
- 2. Describe the 'exporting the KVS system' process in fine detail complete with copies of the instruction manuals used.*
- 3. Provide copies of time sheets for workers who have previously performed a similar task.*

In your present request, you have referenced a response previously sent to you by the BBC (RFI20111558) which concerned emails exchanged between Mark Thompson and Common Purpose. As your questions seek further details in respect of the explanation provided to you in that response, the answers below are limited to the email archiving process as it relates to Mr Thompson's emails.

1. Specify exactly what form of backup media is employed, make, model of equipment and also the software.

We use a combination of hard disk and tape-based systems to archive and back-up emails in line with BBC retention policies. Mark Thompson's emails prior to 2009 are currently archived in the Enterprise Vault system. We will not be disclosing detailed information concerning the hardware and software used to manage the process, as to do so would undermine our ability to keep the system secure. We believe this information is exempt under section 31 of the Act which relates to the prevention of crime.

Section 31 applies if releasing the information would be likely to cause harm to the purposes of preventing crime and the Information Commissioner's Office has published guidance stating that this specifically includes maintaining the security of IT systems.

Section 2 (2) of the Act requires that the BBC weighs up whether the public interest in withholding the information outweighs the public interest in disclosing the information.

In favour of disclosure, we recognise that there is a public interest in demonstrating that the BBC is taking adequate measures to maintain the security of its systems. Against this we have weighed the fact that disclosure could lead to the weakening of that security, resulting in a successful attack on the BBC's data, which would clearly not be in the interest of the public.

I am therefore satisfied, in terms of section 2 of the Act, that in all the circumstances of the case, the public interest in maintaining the exemption outweighs the public interest in disclosing the information.

2. Describe the 'exporting the KVS system' process in fine detail complete with copies of the instruction manuals used.

The process referred to as 'exporting the KVS system' in RFI20111558 is the process followed when Media Managers and/or the technical support team need to access the BBC email account of another user or retrieve emails which have been archived.

The KVS system was the system in operation *prior* to Enterprise Vault, and as a result, the process is still commonly referred to as "exporting the KVS system" although it is in fact exporting from the Enterprise Vault

The BBC does not hold an instruction manual for this process however, the basic steps may be described as follows:

- I. The Media Manager or other person with appropriate authority requests that Atos recover the archive material.
2. Atos then undertake the following steps:
 - I. Check Enterprise Vault to find the EV server that has the user's index.
 - II. Check the oldest vaulted item.
 - III. Select "Archives – Export".
 - IV. There are then three options;
 - a. Export Archives to PST Files.
 - b. Export Archives to Original Mailbox.

- c. Export Archives to a Chosen Mailbox.
- V. Select the users vault.
- VI. Decide whether to export all items or those within a certain date range.
- VII. Select the path to create the PSTs.
- VIII. Select the size of the PST files (Max 600mb).
- IX. Export.
- X. Copy the PSTs to a location the user can view. Each 600mb PST can be copied as it is created so the work can proceed before the export has completely finished.

3. The Media Manager or other person with appropriate authority then reviews the recovered materials for the relevant emails.

As noted in the response with reference no. RFI20111558 Mr Thompson's email archive is of a significant size and the process of restoring and then manually searching through the emails has been estimated to cost more than the appropriate limit. Under section 12 of the Act, we are allowed to refuse to handle the request if it would exceed the appropriate limit. The appropriate limit has been set by the Regulations (SI 2004/3244) as being £450 (equivalent to two and a half days work, at an hourly rate of £25).

Under Section 16 of the Act, we are required to provide reasonable advice and assistance to you and to specifically advise how you might narrow your request so that it complies with the time limit. As previously suggested, you could for example narrow your request to a shorter time period and specify individual names to search for.

3. *Provide copies of time sheets for workers who have previously performed a similar task.*

The information you have requested is not held by the BBC because we do not hold or receive timesheets which detail this specific type of activity. The BBC outsources its IT support to Atos who operate under a contract in which they need to meet agreed performance targets and service levels.

While Atos are required to provide monthly reports of their performance against the agreed service levels to the BBC, these reports only break down work into categories of service and provide performance against the agreed Service Levels Agreements against each respective service. The report does not include details of time spent on individual tasks apart from whether they exceed or were under the Service Level Agreement clock target. Restoring an email archive is one of many activities which would be reported under the Processing Platform service. We would therefore only hold information specifically relating to the time taken to restore an email archive in the event that Atos had failed to meet the service level required for the category of Processing Platform Service.

Appeal Rights

If you are not satisfied that we have complied with the Act in responding to your request, you have the right to an internal review by a BBC senior manager or legal adviser. Please contact us at the address above, explaining what you would like us to review and including your

reference number. If you are not satisfied with the internal review, you can appeal to the Information Commissioner. The contact details are: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF, telephone 01625 545 700 or see <http://www.ico.gov.uk/>

Yours sincerely,

B Crane
Legal and Business Affairs Manager
Future Media & Technology