

David Black
request-105xxxxxxxxxxxxx@xxxxxxxxxxxxxxxxx.xxx

08 March 2012

Our Ref: FOI 2012/36 – F0196324

Dear Mr Black,

Re: Freedom of Information (Scotland) Act 2002 – Request for Information

Thank you for your email which was received by the University on 09 February 2012 timed 12:55 hours, requesting the following information:

“MyCampus Lessons Learned Review’s findings and recommendations are most disappointing. The panel’s assessment of the root of the problem is simply wrong. A group of people who did not have the expertise or the knowledge required for the implementation of a student system bought the wrong software platform and then shoved it down our throats.

The most amusing aspect of this report is the assumption that the ones that got us into this mess can now fix it. So I would like to ask you the following questions:

- 1. Frank Coton, the convenor of the review panel, is a member of the SLP board. The SLP board is ultimately responsible for the mess that we are in. Why didn’t the University choose a fresh face to convene the review panel?**
- 2. Did the panel consider recommending the replacement of the SLP board convenor, the SLP directors and others responsible for the failure of this project? If not, why not?”**

University’s Response

- 1. Frank Coton, the convenor of the review panel, is a member of the SLP board. The SLP board is ultimately responsible for the mess that we are in. Why didn’t the University choose a fresh face to convene the review panel?**

The review panel had a balanced membership, comprising 2 members of the SLP Board, two members of the SLP Team, and 4 members who were not involved in the management of the project. Professor Coton chaired the Panel as Vice Principal Learning & Teaching and because, as a member of the Project Board, he would have a role in ensuring the Lessons

Learned were addressed. With that same objective, two of the independent members of the Lessons Learned panel have since been co-opted to the Project Board.

2. Did the panel consider recommending the replacement of the SLP board convenor, the SLP directors and others responsible for the failure of this project? If not, why not?

Please find attached in **Appendix A**, the full report of the Lessons Learned Group in which the full list of recommendations can be found.

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<http://www.ipo.gov.uk/copy.htm>

Your right to seek a review

Should you be dissatisfied with the way in which the University has dealt with your request, you have the right to require us to review our actions and decisions. If you wish to request a review, please contact the University Secretary, University Court Office, Gilbert Scott Building, University of Glasgow, Glasgow, Scotland G12 8QQ or e-mail: xxx@xxx.xx.uk within 40 working days. Your request must be in a recordable format (letter, email, audio tape, etc). You will receive a full response to your request for review within 20 working days of its receipt.

If you are dissatisfied with the way in which we have handled your request for review you may ask the Scottish Information Commissioner to review our decision. You must submit your complaint in writing to the Commissioner within 6 months of receiving the response to review letter. The Commissioner may be contacted as follows:

The Scottish Information Commissioner
Kinburn Castle
Doubledykes Road
St Andrews
Fife
KY16 9DS
Telephone: 01334 464610
Fax: 01334 464611
Website www.itspublicknowledge.info

E-mail: enquiries@itspublicknowledge.info

An appeal, on a point of law, to the Court of Session may be made against a decision by the Commissioner.

For further information on the review procedure please refer to
(<http://www.gla.ac.uk/services/dpfoioffice/policiesandprocedures/foisa-complaintsandreview/>)

All complaints regarding requests for information will be handled in accordance with this procedure.

Yours sincerely,

Data Protection and Freedom of Information Office