

06 January 2012

David Blades
What do they know.com

Dear Mr Blades

Freedom of Information (Scotland) Act 2002 (the "Act")

Your request:

Thank you for your request for information under the Act which we received on 28 March 2011 you have requested the following information:

IT security is a concern to all of us, in particular in an Educational establishment. I would like to know;

- a) *What patch management solution, if any, is in place?*
- b) *What was the cost of purchasing and installing this solution?*
- c) *What is the cost of annual maintenance or subscription fee for this service?*
- d) *When is this service due for renewal?*
- e) *Who is responsible for your Patch Management strategy?*

Our response

With regard to your request for information about the above I can confirm that the University of the Highlands and Islands (UHI) has considered your request. I confirm that:-

- (a) UHI does not have any packaged solution for patch management
- (b) n/a
- (c) n/a
- (d) n/a
- (e) patch management is the responsibility of the Head of IT services

NB *Copyright in the information you have been given belongs to UHI . Copyright material must not be copied, distributed, modified, reproduced, transmitted, published (including published on the Internet or an intranet), or otherwise made available in whole or in part without the prior written consent of the copyright holder or as expressly permitted under the terms of the Copyright, Designs and Patents Act 1998. Should the UHI agree to give consent to the use of the information, UHI must be credited as having done so.*

Your right to seek review of our decision

If you are not satisfied with our response or our reasoning set-out above, you have **forty** working days from 06 January 2012 in which to request a review of our decision. Any request should be put in writing and should be sent to Isla Cruden, FOI



Co-ordinator, at the address detailed at the bottom of this email. Your request should:

- (a) describe the nature of your original request; and
- (b) explain the reasons why you are not satisfied with our response.

If you remain dissatisfied with how your request for information has been dealt with, you also have the right to apply to the Scottish Information Commissioner for a decision as to whether we have handled your request properly.

Information relating to your right to seek review is available from the Scottish Information Commissioner's web page at:

<http://www.itspublicknowledge.info/faqs.htm> or by contacting the Scottish Information Commissioner's Office at the following address:

Scottish Information Commissioner,
Kinburn Castle,
Doubledykes Road, St Andrews,
Fife KY16 9DS
Telephone: 01334 464610
Fax: 01334 464611
E-mail: enquiries@itspublicknowledge.info
Website: www.itspublicknowledge.info

Contact us

Finally, should you wish to discuss the contents of this letter, please contact me.

Yours sincerely

Isla Cruden
Compliance Officer
UHI
Ness Walk
Inverness IV3 5SQ
Telephone: 01463 279247 Fax: 01463 279001
Email: isla.cruden@uhi.ac.uk
www.uhi.ac.uk/

