

Falkner Road
Farnham
Surrey
GU7 1RE

2nd May 2012

Dear Mr Wicker,

I am writing in response to your Freedom of Information Request for the University's Hardware maintenance and costs submitted on the 5th April 2012.

We have this information, but we are permitted to consider the costs which would be involved in responding to you fully and whether those costs would exceed the "appropriate limit" under the Freedom of Information and Data Protection (Appropriate Limit and Fees) Regulations 2004.

We have assessed the cost of complying with your request and we are concerned that the cost of doing so would exceed the appropriate cost limit of £450 calculated on the basis of 18 hours' work at £25 per hour. This is due to the large amount of detailed information that you have requested from us and the length of the relevant time period within which you have asked us to search. Much of the information requested is not straightforward to retrieve, extract and present in the level of detail you have specified.

The heads of costs we are permitted to aggregate in assessing the costs involved in responding to you are:

- o determining whether we hold the information requested;
- o locating the information or documents containing the information;
- o retrieving such information or documents; and
- o extracting the information from the documents containing it (including editing).

We believe that that total time required to achieve these tasks for your request would be over 19 hours. This would equate to a total cost in excess of £475. This exceeds the permitted cost of £450.

Since the cost of complying with your request exceeds the appropriate cost limit, the University formally refuses to disclose to you the detailed information regarding network switches and routers from the information you have requested under section 12 of the Act. The rest of the information gathered within the permitted timeframe is collated in the table at the end of this letter.

If you are unhappy with the way your request for information has been handled, you can request a review by writing to:

Marion Wilks,
University Secretary
University for the Creative Arts
Falkner Road
Farnham
Surrey
GU9 7DS

If you remain dissatisfied with the handling of your request or complaint, you have a right of appeal to the Information Commissioner at:

The Information Commissioners Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Phone: 0303 123 113

Web: www.ico.gov.uk

Yours sincerely

Rachel Howseman
IT Office Manager

Hardware	Suppliers	Type	Contract date	Contract term	Response
HP	HP via SUPC / GSP Vendors	HP Enhanced Support Contract	Rolling	1 year	4 hour
<u>Make/Model HP)</u>					
Enclosure #1	Part Number				
	459484-B21				
	459484-B21				
	459484-B21				
	459484-B21				
	459484-B21				
	459484-B21				
	459484-B21				
	459484-B21				
	459484-B21				
	459484-B21				
	507778-B21				
	507778-B21				
	507778-B21				
	507778-B21				
	507778-B21				
	507778-B21				
Enclosure #2	507778-B21				
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	603259-B21				
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	603259-B21				
	603259-B21				
	507778-B21				
Enclosure #3	459484-B21				
	459484-B21				
	459484-B21				
	507778-B21				
	507778-B21				
	507778-B21				
Enclosure #4	459484-B21				
	459484-B21				
	459484-B21				
Enclosure #5	507778-B21				
	507778-B21				
	507778-B21				
Enclosure #6	459484-B21				
	459484-B21				
	459484-B21				
Enclosure #7	603259-B21				
	603259-B21				
	603259-B21				

1 yr rolling Support contract with HP (Enhanced Support)					
Total Price - Approx £50k					
Network kit supported by GSP / SUPC Vendors	Cisilion			3 Year Warranty per part	
<u>Make/Model</u>					
HP					
Cisco					

Contact Person for Maintenance Support Contracts: Peter Newton, IT Service Delivery Manager, 01622 620161