



THE UNIVERSITY *of* EDINBURGH

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17 June 2021

File ref: FOI2020/00085

Ewan Owen

Sent by email: request-708837-82d2a5bb@whatdotheyknow.com

Dear Ewan Owen

Freedom of Information request: FOI2020/00085

Thank you for your email of 25 November requesting information about case management software for information requests. Please accept our apologies for the delay to our response to your request. The University's working practices are currently affected by the Covid-19 pandemic.

The University of Edinburgh is a global university, rooted in Scotland. We are globally recognised for our research, development and innovation and we have provided world-class teaching to our students for more than 430 years. We are the largest university in Scotland and in 2019/20 our annual revenue was £1.12 billion, of which £296 million was research income. We have over 44,000 students and over 15,000 staff. We are a founding member of the UK's Russell Group of leading research universities and a member of the League of European Research Universities.

You asked what software solutions are used to manage and information requests at the University. We use [eCase case management software which is produced by Fivium](#).

We use the software to manage and track centrally processed freedom of information and subject access requests. The start date of the contract is 3 August 2020. The duration is an initial 2 year term with a potential 2 year extension. The value of the contract is £56,300. No decision has been taken about an extension.

Data protection complaints and other data protection rights requests are not currently managed and tracked in specialist software.

You asked for the senior person outside of Procurement, responsible for information requests. This is Leigh Chalmers, the Deputy Secretary Governance & Legal and Director of Legal Services. Please note she does not wish to receive unsolicited marketing materials.

Right to review

If you are dissatisfied with this response, you may ask the University to conduct a review of this decision by contacting the University's Records Management Section in writing (e.g. by letter or email) or in some other recorded form (e.g. audio or video tape). You should describe the original request, explain your grounds for dissatisfaction, and include an address for correspondence. You have 40 working days from receipt of this letter to submit a review request. The contact details for the Records Management Section are at the top of this letter. When the review process has been completed, if you are still dissatisfied, you may use the [Scottish Information Commissioner's guidance on making an appeal](#) to make an appeal to the Commissioner. If you do not have access to the Internet, please let me know and I will provide a copy of the relevant web pages.

Privacy notice for information request applicants

[The University of Edinburgh's request privacy notice](#), which describes how we use the information you have supplied about yourself and your request, is published on the University website.

Yours sincerely

Sara Cranston

Records Management Section

If you require this letter in an alternative format, such as large print or a coloured background, please contact the Records Management Section on 0131 651 4099 or email recordsmanagement@ed.ac.uk