

Ann Campbell
request-128194-a2defc2x@xxxxxxxxxxxxxxxxxxx.xxx

03 October 2012

Our Ref: FOI 2012/192 – F0231911

Dear Ms Campbell,

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

Thank you for your email which was received by the University on 05 September 2012 timed 09:47 hours, requesting the following information:

“a. How many problems have been reported by users of MyCampus since 1st August 2012?

b. How many of these problems have been resolved?

c. What has been the cost of fixing these problems in terms of person-days?

d. Has David Newall, the convenor of MyCampus project board, accepted the responsibility for the malfunction of MyCampus for the second year running? Please supply the documented evidence including the relevant minutes of meetings of the Senior Management Group and the Principal Advisory Group.

e. Has any member of the MyCampus Team been reprimanded for the failure to deliver a working system for the second year running? I am not interested in knowing the name of the person, a “Yes” or “No” answer will suffice.

f. If no one has been reprimanded could you please tell me why?”

University’s Response

a. How many problems have been reported by users of MyCampus since 1st August 2012?

Please note that calls received include users providing information, seeking clarification on aspects of the system and processes as well as those indicating problems. The Management

Information reports available from the system indicate the subject of the call, not the nature of the call. More details about the University's call logging system, Supportworks, can be found in the University's response to the following requests:

http://www.whatdotheyknow.com/request/mycampus_problems#incoming-205127

http://www.whatdotheyknow.com/request/mycampus_problems_since_27th_aug#incoming-236174

5179 Supportworks calls were logged between 1st August 2012 and 5th September 2012.

b. How many of these problems have been resolved?

Please note this figure includes those calls logged between 1st August 2012 and 5th September 2012.

5080 of these calls have been recorded in the system as resolved or closed.

c. What has been the cost of fixing these problems in terms of person-days?

There are no separate costs available covering the handling of Supportworks calls. Therefore, the University of Glasgow does not hold the information that you have requested and is not aware of any other public authority that could respond to your request. Section 17 of FOISA states that where public authorities receive requests for information that they do not hold, they must issue a notice advising that they do not hold the requested information.

d. Has David Newall, the convenor of MyCampus project board, accepted the responsibility for the malfunction of MyCampus for the second year running? Please supply the documented evidence including the relevant minutes of meetings of the Senior Management Group and the Principal Advisory Group.

The University does not consider that MyCampus has malfunctioned. Accordingly, the University does not hold any information relating to any intended action to be taken against those responsible for the introduction of the system and is not aware of any other public authority that could respond to your request. Section 17 of FOISA states that where public authorities receive requests for information that they do not hold, they must issue a notice advising that they do not hold the requested information.

e. Has any member of the MyCampus Team been reprimanded for the failure to deliver a working system for the second year running? I am not interested in knowing the name of the person, a "Yes" or "No" answer will suffice.

The University is satisfied that a working system has been delivered. Accordingly, the University does not hold any information relating to any intended action to be taken against those responsible for the introduction of the system and is not aware of any other public authority that could respond to your request. Section 17 of FOISA states that where public authorities receive requests for information that they do not hold, they must issue a notice advising that they do not hold the requested information.

f. If no one has been reprimanded could you please tell me why?

The University is satisfied that a working system has been delivered. Accordingly, the University does not hold any information relating to any intended action to be taken against those responsible for the introduction of the system and is not aware of any other public authority that could respond to your request. Section 17 of FOISA states that where public authorities receive requests for information that they do not hold, they must issue a notice advising that they do not hold the requested information.

The supply of documents under the terms of the Freedom of Information (Scotland) Act 2002 does not give the applicant or whoever receives the information any right to re-use it in such a way that might infringe the Copyright, Designs and Patents Act 1988 (for example, by making multiple copies, publishing or otherwise distributing the information to other individuals and the public). The Freedom of Information (Scotland) Act 2002 (Consequential Modifications) Order 2004 ensured that Section 50 of the Copyright, Designs and Patents Act 1988 ("CDPA") applies to the Freedom of Information (Scotland) Act 2002 ("FOISA").

Breach of copyright law is an actionable offence and the University expressly reserves its rights and remedies available to it pursuant to the CDPA and common law. Further information on copyright is available at the following website:

<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