



13 December 2016

RECORDS MANAGEMENT SECTION

File ref: T3/7/1832

Ms Emily Quick

Sent by email: [request-372980-51e72010@whatdotheyknow.com](mailto:request-372980-51e72010@whatdotheyknow.com)

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Dear Ms Quick

### **Freedom of information request**

Thank you for your email of 22 November 2016 requesting information about remote access to the University's IT applications and phishing attacks.

The University of Edinburgh is the largest university in Scotland and one of the UK's top rated research universities. We have over 35,000 students and over 9,000 full-time equivalent staff. In 2014/15 our turnover was £840 million.

You asked the University to complete a survey with answers to ten questions, most of which require us to select one of a number of pre-specified responses. I have provided responses to most of the questions in your survey below, however unfortunately we are unable to complete the survey itself. This is because the Freedom of Information (Scotland) Act 2002 (FOISA) only gives you the right to request recorded information held by the University, and the information we hold does not easily fit within the parameters of your questions.

### **University IT applications**

You asked whether the University allows staff and students access to its IT applications using personal or corporate devices, whether it has visibility into the devices used for this purpose, and what kind of authentication is employed.

The University allows access to both students and staff with personal and corporate devices, and does not have visibility into these devices. Multi-factor authentication is used for some applications.

You also asked which security risks presented by devices used for this purpose the University is most concerned about. The University does not hold any recorded information in relation to this part of your request. As stated above, the FOISA gives the right to request recorded information; it does not require University staff to provide you with their unrecorded professional opinions, advice or knowledge. I am unable therefore unable to assist you.

## **Patches and upgrades**

You also asked for the University's policy regarding patching and updating digital devices, operating systems and applications which access our network.

The University comprises three academic colleges, subdivided into twenty-two schools, and three support groups, subdivided into some seventy support services. The University operates a devolved management structure. Checking with all areas of the University would cost over £600, the limit over which we are not required to respond to freedom of information requests.

I can, however, provide information which is held by our central Information Services (IS) department. Further information about the department's role is available on our website at <http://www.ed.ac.uk/information-services>.

IS policy is that patches, for example security releases from Microsoft, are implemented within 72 hours of notification. Other operating systems have their own schedules for patches, which are determined by criticality. The implementation of upgrades to operating systems by IS typically takes longer than 30 days. The University has no control over personal digital devices which may be used to access applications on our network.

## **Phishing attacks**

You asked whether the University has ever been the subject of a phishing attack, and, if so, for the most common target of such attacks, the type of data being targeted and whether or not the University had identified the source of the attacks.

The University has does not routinely record information about phishing attacks. It therefore does not hold this information.

## **Right to review**

If you are dissatisfied with this response, you may ask the University to conduct a review of this decision. To do this, please contact the University's Records Management Section in writing (including by fax, letter or email) or in some other recorded form (e.g. audio or video tape), 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. When the review process has been completed, if you are still dissatisfied, you may ask the Scottish Information Commissioner to intervene.

Yours sincerely

**Lorraine Peters**

Information Compliance Officer

**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](mailto:recordsmanagement@ed.ac.uk)**