

John Ferguson
request-773@xx

25 July 2011

Our Ref: FOI Review 2011/13 – F0155469
[FOI Request 2011/169 – F0150865]

Dear Mr Ferguson,

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

Thank you for your email which was received by the University on 23 July 2011, timed 01:04 hours requesting a Review of our actions, as detailed below.

“I am writing to request an internal review of University of Glasgow's handling of my FOI request 'Suitability of of Campus Solutions - Student Lifecycle Project'.

You have not fully answered the following questions:

How will you determine that the system, when implemented, will address the needs of the academic community, students and the University as a whole? Please provide documented evidence of your approach.

You have not answered the question. The question was not about gathering requirements. I simply asked how will you determine that the system, when implemented, will address the needs of the academic community, students and the University as a whole?

Was the academic community ever consulted prior to implementing this package? If so, please provide all documented evidence.

Your reply indicates that there was no contact with the academic community since early 2009. Please confirm this.

How will you measure success or failure of this project?

Again you have not answered the question. You have provided a list of potential benefits/objectives but how will you determine that this project will deliver these benefits?”

The University acknowledges receipt of your Request for a Review and confirms that a response to your request for Review will be sent to you promptly; and in any event not later than 22 August 2011, as required under the terms of FOISA. The University will contact you if the University requires any further information.

Yours sincerely,

Data Protection and Freedom of Information Office