



Request Reference: 3181

FOI Request dated 12/06/2024

Request –

Under the Freedom of Information Act 2000, I am writing to request information regarding your university's network infrastructure. Specifically, I am seeking details on the following aspects over the past year:

- **Network Provider:**
 - *Who is your current network provider?*
- **Annual Cost/Investment:**
 - *What is the annual cost or investment allocated for network coverage?*
- **Network Management Staff:**
 - *How many employees are currently employed to manage the network (i.e., network administrators)?*
- **Broadband Speeds:**
 - *What are the average broadband speeds for upload and download?*
- **Recorded Outages:**
 - *How many network outages have been recorded in the past year?*

Additionally, I would appreciate information on the following technical aspects, averaged over the past year:

- **Latency:**
 - *What is the average network latency?*
- **Jitter:**
 - *What is the average network jitter?*
- **Packet Loss:**
 - *What is the average packet loss percentage?*
- **Peak vs. Off-Peak Performance:**
 - *Is there a documented difference in network performance during peak and off-peak hours? If so, please provide details.*
- **Uptime:**
 - *What is the recorded network uptime percentage over the past year?*
- **Bandwidth Usage:**
 - *What is the average bandwidth usage?*

Response

- **Network Provider:**

Who is your current network provider? *Section 1 of the Freedom of Information Act 2000 (FOIA) places two duties on public authorities. Unless exemptions apply, the first duty at Section 1(1)(a) is to confirm or deny whether the information specified in a request is held. The second duty at Section 1(1)(b) is to disclose information that has been confirmed as being held. Where exemptions are relied upon Section 17 of FOIA requires that we provide the applicant with a notice which: a) states that fact b) specifies the exemption(s) in question and c) states (if that would not otherwise be apparent) why the exemption applies.

It has been determined that this information is exempt on the basis that s21 of the Act applies – Information Reasonably Accessible by Other Means. As this exemption is absolute there is no requirement for me to conduct a public interest test, however in order to provide assistance I provide the following link -

www.hull.ac.uk/legal/docs/foi/it/2713-internet-speed.pdf

- **Annual Cost/Investment:**

- What is the annual cost or investment allocated for network coverage? <£15 000 per annum to Jisc for access to the network. 2023 saw completion of £4.65m project to refresh network infrastructure. 5 year expectancy before we look to review timescales for another similar refresh.

- **Network Management Staff:**

- How many employees are currently employed to manage the network (i.e., network administrators)? 4

- **Broadband Speeds:**

- What are the average broadband speeds for upload and download? *s21 - www.hull.ac.uk/legal/docs/foi/it/2713-internet-speed.pdf

- **Recorded Outages:**

- How many network outages have been recorded in the past year? None

Additionally, I would appreciate information on the following technical aspects, averaged over the past year:

- **Latency:**

- What is the average network latency? Not recorded

- **Jitter:**

- What is the average network jitter? Not recorded

- **Packet Loss:**

- What is the average packet loss percentage? Not recorded

- **Peak vs. Off-Peak Performance:**

- Is there a documented difference in network performance during peak and off-peak hours? If so, please provide details. Not recorded

- **Uptime:**

- What is the recorded network uptime percentage over the past year? Not recorded

- **Bandwidth Usage:**

- What is the average bandwidth usage? 654Mbps