

29 August 2024

Case reference: IC-320884-Z6B7

Review of response to information request

I write further to your email of 2 August where you requested we confirm a statement in our response to your information request received on 19 July. As a result we have conducted an internal review of our response of 1 August.

Section 45 of the Freedom of Information Act 2000 (FOIA) requires the publication of a code of practice, designed to assist public authorities handle requests under the FOIA.

This guide recommends that public authorities put in place an internal review process for FOIA responses, which our guide suggests should be triggered whenever a requester expresses dissatisfaction with the outcome of a request they have made.

The purpose of an internal review is to look again at your request, our response and to check that any exemptions applied were appropriate.

I am a Senior Information Access Officer in the Information Access Team and I can confirm that I have had no prior involvement in the handling of this request.

Request and response

On 19 July we received a request from you which sought the following information:

"I understand that all your staff are issued Microsoft Surfaces and yet scarce money is still spent supporting a few legacy Apple iPads and MacBooks.

Please tell me how many iPads and MacBooks are still used by staff members.

Please also tell me the annual cost for the last full accounting year of supporting these devices through additional costs in contracts, such as additional fees in service subscriptions for Apple only apps or software, and costs related to maintain a specific on-premises server, also known as a local server, which would otherwise be unnecessary as Microsoft solutions are cloud migrated.

If there no-accountable costs present that can't be included in the above such as staff time required to keep trained in Apple as well as Microsoft topics, and staff time in creating Apple solutions / processes / workarounds along side those they develop for the Microsoft products, please just indicate that "Yes there are these costs that can't be included in the above" or "No our staff do not spend time double handling things to ensure Apple products work like the Microsoft solutions do".

On 1 August we responded as follows:

"We hold some information in scope of your request.

38 members of staff have use of iPads.

No staff have use of a MacBook.

There are no additional costs involved in their use. Our staff 'do not spend time double handling things to ensure Apple products work like Microsoft solutions do'. The devices are used in their native state."

Following this response, you asked the following on 2 August:

"Regarding your assertion that there are no costs involved in supporting them. "There are no additional costs involved in their use. Our staff "do not spend time double handling things to ensure Apple products work like Microsoft solutions do". The devices are used in their native state."

The ICO used to at least pay for an Apple security certificate to do device management and pay for Apple Care. There were costs of specific apps used on the devices, and add-ons for software so they would run on Apple products. I understand you are now using Workday and SharePoint Online both of which may have had extra costs in the provision of the contracts to enable Apple devices to be used. Additionally, a lot of IT staff time would be used to set up these services just for iPad deployment.

Therefore I'd like you to confirm that your statement is correct and accurate and that in answer to my previous question of how much in the last financial year accounting figures are available for was the cost of supporting these devices, you maintain it was zero."

Review

I have conducted further consultations with relevant ICO teams and can provide the following information which may assist.

Firstly, the technology issued by the ICO to its staff is current and compliant. We do not manage 'legacy' technology on that basis. We appreciate you are likely to mean legacy in the sense that these are older devices, but have included this qualification here for completeness.

No staff are issued with MacBooks. With regards to iPads, these are managed via our Microsoft Endpoint Manager. If new devices are required, these are procured via our agreed framework provider. As part of this framework offering, all devices are pre-built and ready to use. Any costs associated with licences is met by the supplier. We do not have Apple Care and devices are under standard warranty.

There are no specific applications (apps) which incur subscription charges or software add-ons. All apps are free to download from the Apple Store and deployed in line with our internal processes.

We have an IT helpdesk that is available to staff to support their use of or fix technical problems with technology issued by the ICO, as and when they occur. There are no additional costs associated with the IT helpdesk staff supporting ICO staff with their use of Apple, as opposed to, Microsoft devices.

Given the above, we confirm that the statement, "There are no additional costs involved in their use. Our staff "do not spend time double handling things to ensure Apple products work like Microsoft solutions do". The devices are used in their native state", is accurate.

As a result I am satisfied that the response provided was appropriate and the internal review is not upheld. I hope the additional information in this response has been helpful in your area of interest.

Complaint procedure

If you are dissatisfied with the outcome of this review you can make a formal complaint with the ICO in its capacity as the regulator of the Freedom of Information Act 2000. Please follow the link below to submit your complaint:
<https://ico.org.uk/make-a-complaint/>

Your information

Our [privacy notice](#) explains what we do with the personal data you provide to us, and sets out [your rights](#). Our [Retention and Disposal Policy](#) details how long we keep information.

Yours sincerely,

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