

**21<sup>st</sup> March 2024**

**BY EMAIL**

**Our Ref: FOI 2154**

Dear 

Your request for information was received on 29<sup>th</sup> February 2024 and was dealt with under the terms of the Freedom of Information Act 2000. Please be advised that the Business Services Organisation (BSO) has now completed its search for the information you requested in relation to encompass error logs.

Section 12 of the FOI Act states that a public body, such as the BSO, may refuse to supply if the cost of complying with the request would exceed the 'appropriate limit'. As set out within sections 3 and 4 of The Freedom of Information and Data Protection (Appropriate Limit and Fees) Regulations 2004 ('The Fees Regulations'), this appropriate limit for BSO is £450 (an hourly rate of £25 over 18 hours).

The encompass environment is made up of approximately 35 technical solutions, each with at least one system administrator. It is estimated that it would require, on average, 180 hours per technical solution, to collate and provide a meaningful report for all relevant error logs.

The BSO has therefore estimated that it would take a minimum of 3500 hours to determine what information is held in relation to your request. Minus the appropriate limit of £450, the minimum cost to comply with your request would therefore equate to £87050.

The BSO is unable to continue processing your request until the fee is paid. If you wish the BSO to continue to process your request you should pay the fee within 3 months (i.e. 21<sup>st</sup> March 2027). If the BSO does not receive payment of the fee by this date, the request will be considered closed.

While the BSO is cognisant of the requirement to provide advice and assistance, so far as it would be reasonable, the BSO is unable in this instance to provide



any meaningful assistance as to how you could refine your request to within the confines of the appropriate limit.

I hope that the information provided assists you. If you are dissatisfied in any way with the handling of your request, you have the right to request a review. You should do this as soon as possible or in any case within two months of the date of issue of this letter, as the BSO, along with all other public authorities are not obliged to accept internal review requests after this period has lapsed.

In the event that you require a review to be undertaken, you can do so by writing to

Information Governance Manager,  
2 Franklin Street,  
Belfast,  
BT2 8DQ

If, following an internal review, carried out by an independent decision-making panel, you remain dissatisfied in any way with the handling of the request, you may make a complaint under Section 50 of the Freedom of Information Act, to the Information Commissioner's Office and ask that they investigate whether the BSO has complied with the terms of the Freedom of Information Act.

You can contact Information Commissioner at:

**Website:** [www.ico.org.uk](http://www.ico.org.uk)  
**Phone:** 0303 123 1113  
**Email:** [casework@ico.org.uk](mailto:casework@ico.org.uk)  
**Post:** Information Commissioner's Office  
3rd Floor, 14 Cromac Place  
Belfast  
BT7 2JB

In most circumstances the Information Commissioner will not investigate a complaint unless an internal review procedure has been carried out. However, the Commissioner has the option to investigate the matter at his discretion.

Yours Sincerely,



**Karen Bailey**  
Chief Executive