

ISC15D006

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Issue

This paper provides an outline of the programme of work and projects planned by ISD for 2015/16.

Recommendation

Recipients are invited to note the contents. More detail will be provided on projects at the spring meeting once project initiations have taken place.

Risk implications

ISD uses project management tools to identify and manage project risks. Risks to the overall programme of work, including projects, are monitored monthly by the ISD Management Team (ISDMT).

Equality and Diversity

Equality and diversity issues will be taken into account in project plans.

Projects 2015/16

ID	Unit	New or continued	Description and objectives	Priority
1	ISD	Continued	<p>IT security. This project will continue into the academic year 2015/16 with work focused on PCI Compliance, due for completion in May 2016.</p> <p>PED Replacement:</p> <ul style="list-style-type: none"> • Procurement of PEDs completed • Delay in installation due to lead times needed by suppliers • Policies, Guidance and Training material have been completed. <p>Secure Network Zones:</p> <ul style="list-style-type: none"> • Design and Scoping completed & approved by 7safe • Network changes to create Secure Zones • Supporting Infrastructure for Secure Zones in-progress • Patching software purchased and being setup • SIEM tender nearing completion • Draft Policy created <p>The next phase of the project will investigate the implementation of IT Security principles for DPA/Sensitive Research Data.</p>	Must Have
2	LIB	Continued	<p>Reading Online (Talis): The next stage of this project will look at: launch and marketing; increasing percentage of modules where reading lists are available; improved digitisation workflows, including using the Talis system for making digitisation requests.</p> <p>A significant element of work in the coming year will be ensuring that the reading list tools become fully integrated into academic workflows and that academic colleagues are encouraged to create reading lists directly in Talis.</p>	Must Have
3	LIB	Continued	<p>Literary Archive Project: The next stage of this project will look at cataloguing priorities to make collections visible and accessible; a</p>	Should Have

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			digitisation pilot to prove concept, including literary festival recordings; acquiring further author archives; use of the archive to support HUM research and teaching initiatives; future sustainability.	
4	LIB	New	Print journal and book withdrawals: This project will be subject to the agreement by Library Forum and ISSC of a proposed 3 year plan for physical journal and book withdrawals. This will ensure any remaining under-utilised stock is removed in preparation for likely future growth.	Must Have
5	LIB	New	<p>Process removal, simplification (Collection Development part 2): This is a back-of-house review, essential to free up staff time to devote to higher priority activities such as collection management, reading online and interlending.</p> <p>The strands, each led by a Library Head, include: 1) staffing of shelving & sorter room to be rescheduled based on known peaks & troughs; 2) anticipated reduction in print journal accessions (subject to collection development policy being agreed); 3) change to binding timescales to ensure the most recent years' worth remain on the shelves to maximise usage; 4) remove non-essential steps in book acquisition process to get books to shelves without delay; 5) cut down to absolute minimum the administrative steps involved in withdrawing books and journals; 6) Consult internally on streamlining journal check-in by removing check-in processes for journals that also have an online version and only claiming missing volumes when alerted or requested by users or Faculty Librarian; 7) Review value of daily publisher reports to see whether quarterly reports would suffice for decision-making for at least some aspects of what is reported.</p>	Must Have
6	LIB	New	Scope Library online induction programme: This project will look to build on the success of last year's digital literacy project (the pilot programme being due to launch in November 2015). The project will scope the work needed to complement existing face-to-face library induction with a suite of online information and digital literacy skills tutorials. This is to overcome the problem that face-to-face sessions only reach a proportion of the student population each year, leaving others without any training. It is anticipated	Should Have

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			that the Library will work closely with ISD's Learning Technology teams on this initiative.	
7	FITS	Continued	<p>Improvement of IT service provision. Adopt best practice approaches for the management of ISD services using ITIL (IT Infrastructure Library) to be underpinned by the introduction of a new IT Service Management tool.</p> <p>ITIL is a framework for IT Service Management developed by Office of Government Commerce. Looking at the entire lifecycle of IT services its aim is to improve efficiency and effectiveness of IT services.</p>	Must Have
8	FITS	New	<p>Faculty housekeeping. To aid the recent changes within IT Support and the Service Desk a review of systems and servers managed within schools and departments will take place. Where practical servers will be moved and potentially consolidated so as to be managed centrally. Review will take place of current risks within schools and recommendations made to improve IT security.</p>	Should Have
9	FITS	New	<p>Start of year. A mini project will run to co-ordinate start of year activities around account creation and campus card.</p>	Must Have
10	CIS	Continued	<p>Identity management replacement (SPOT). Continuation of Procurement and implementation of a replacement Identity Management Solution (replacing SPOT).</p> <p>Work Completed in 2014/15:</p> <ul style="list-style-type: none"> • Procurement and installation of a new Identity Management Solution called MIM has taken place with consultancy services provided by Oxford Computing Group (OCG). • Test and live environments have been created. • The High level design for the system has been mapped and implementation work scoped out. • Data feeds and mappings within the new system have been completed. 	Should Have

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ID	Unit	New or continued	Description and objectives	Priority
			<ul style="list-style-type: none"> • Inbound data feeds from the primary authoritative systems SITS and HR have been completed. <p>Work in 2015/16 will include:</p> <ul style="list-style-type: none"> • Phase 1: a comprehensive set of proofs of concept which will establish both the capability and method for achieving functionality within MIM are being specified, developed and tested. This work is due to complete in February 2016. • Phase 2: full-functional development of proofs of concept from January until May 2016. This phase will culminate, during May, in live parallel running of authoritative data to both MIM and SPOT and testing by monitoring results in MIM with those in SPOT • Phase 3: Provisioning of downstream systems from MIM. This will include development of feeds to downstream systems, unit and system testing from June through November 2016 • Phase 4: Plan cutover process and sequence from December through January 2017. <p>After 2016:</p> <ul style="list-style-type: none"> • Subsequent phases: Cutover start, iterative cutover, integration, parallel running, testing, integration. 	
11	CIS	Continued	<p>Online marking. This project started in Jan 2015. The scope of the project has been defined to introduce a wider range of assessment and feedback tools for Summative Assignments.</p> <p>Work has taken place in Blackboard to replace eVision Online Marking. With three phases of work to roll out new tools over the 2015.16 academic year. In semester one a pilot will commence with existing eMarkers including 32 modules using the new tools alongside an automated Grade Journey build in</p>	Must Have

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			<p>consultancy with Blackboard. During semester two ISD will introduce an additional pilot to review the new Blackboard text matching software SafeAssign for student self-check and batch screening.</p> <p>SITS/eVision will remain our care data repository and will import/export data to and from Blackboard.</p>	
12	CIS	Continued	<p>Online payments (WPM). This project will continue into the academic year 2015/16.</p> <p>All the Online Store modules are now live, and just awaiting final testing on the ABW auto-update script before sign-off.</p> <p>SITS payment pathway is live and awaiting sign-off. However Recurring Card Payments cannot be enabled until Tribal update next spring, due to incompatibilities.</p> <p>Open and Invoice pathways (also via SITS) should be live by mid-October.</p> <p>Papercut pathway currently undergoing UAT should be live by end of October.</p> <p>Kinetics BVL pathway work starting first week of October</p> <p>Library pathway implementation postponed. New start date yet to be agreed.</p>	Must Have
13	CIS	Continued	<p>Enterprise wide reporting. Continuation of Implementation of new reporting tool (Tableau) after its initial procurement.</p> <p>A centralised Business Intelligence Unit service for providing advice, Tableau user-support and report-writing has been created within Planning Office.</p>	Must Have

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ID	Unit	New or continued	Description and objectives	Priority
			<p>The Tableau service is ready for publication of live reports pending confirmation of the successful outcome of a penetration test scheduled for completion mid-September.</p> <p>The existing reports in discoverer have been reviewed and prioritised for migration into the new reporting tool. Work in this area is progressing and due for completion by August 2016.</p>	
14	CIS	Continued	<p>ARCP: Work has taken place to identify and resolve the issues that were being experienced after the initial implementation of ARCP with ABW.</p> <p>Due to the dependencies and interfaces between the work required for this project and the PURE project and new single plan is being developed for both projects</p> <p>Data cleanse work and issue-resolution involving misconfiguration have been completed. Final revisions to the data feeds between ARCP & PURE are taking place and IT additional resources have been assigned to document and conclude this work.</p> <p>Work for 2015/16 includes:</p> <ul style="list-style-type: none"> • Data refresh and test of the feed by mid-October • Go live by end October • November onwards, plan and test ABW upgrade, including issues that the ARCP upgrade were to resolve 	Must Have
15	CIS	Continued	<p>PURE. The Pure Portal project has been paused while outstanding work on connecting ARCP to Pure is completed. All preliminary work is complete and work will re-commence following an upgrade to Pure at the end of September.</p>	Should Have

ID	Unit	New or continued	Description and objectives	Priority
			<p>Due to the delay in launching prior work to apply web branding to the new people pages will need to be re-done to apply the new University branding.</p> <p>It is anticipated the new people pages will be launched in early 2016 awaiting confirmation from REN</p> <p>Contingency actions have been taken to mitigate against the failure to deliver publication of research data sets via Pure – these are currently being published by manually updated pages in Liferay.</p>	
16	ICT	Continued	<p>Office 365. Work has been completed in moving all email accounts and associated data from the onsite exchange system into the Office365 cloud provision. This has increased the size of users email accounts to 50GB. Collaboration tools have been enabled with the following:</p> <ul style="list-style-type: none"> • OneDrive Cloud Storage (1TB) • MS Office Mobile Apps (for phones and tablets) • 5 free copies of MS Office per user • Online Collaboration tools to share and edit documents with group presentations and meetings online. <p>Anti-SPAM: Work is still in-progress to replace the existing anti-SPAM system CANIT with the Microsoft anti-SPAM solution Exchange Online Protection built into Office365. Work is schedule to start the switchover in November 2015.</p> <p>Message Encryption: Microsoft have changed their offering to educational institutions, making available for free message encryption, Legal Hold, eDiscovery, Rights Management Services and Data Loss Prevention. Investigation and implementation of these additional 'Education' features has been added to the Project Plan.</p>	Should Have

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ID	Unit	New or continued	Description and objectives	Priority
			Decommission: work will take place with the onsite exchange due to be completed Jan 2016.	

Programme of Work 2015/16

ID	POW / BAU	Unit	Theme	Srv Name	Activity Name & Description	Priority
0	POW	LIB & FITS	Library Resource Provision	Library facilities	Review Hours of Support 1. - Pre-scope strategy 2. - Review of impact of change of UEA teaching day times - Helpdesk opening hours & other support levels during non-core hours e.g. OOH - cost savings & alternative staff levels for front desks	Should Have
1	POW	LIB & FITS	Library Resource Provision	Library facilities	Library 24/7 Opening Hours Tender (Requirements to be informed by POW ID 0)	Must Have
2	POW	LIB	Library Resource Provision	Library facilities	Implement Online room bookings	Should Have
3	POW	LIB	Library Resource Provision	Library Collections and Resources	Interlending review	Must Have
4	POW	LIB	Library Resource Provision	Library Collections and Resources	Stop print journal cataloguing for journal packages: Setup SFX link resolver to populate library catalogue records for journal packages	Should Have
5	POW	LIB	Library Resource Provision	Library Collections and Resources	E-books: completion of bulk cataloguing setup	Should Have

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ID	POW / BAU	Unit	Theme	Srv Name	Activity Name & Description	Priority
6	POW	LIB	Library Resource Provision	Library services for researchers	Research web presence enhancement	Could Have
7	POW	LIB	Library Resource Provision	Library facilities	Business Case for Extension Toilets: minor works	Must Have
8	POW	LIB	Library Resource Provision	Library facilities	Business case for Floor 02 reconfiguration: incl rolling stack, PG active research space?	Must Have
9	POW	LIB	Library Resource Provision	Library Collections and Resources	Clean-up PLIF and external borrower data issues to enable CIS to complete single sign on	Should have
11	POW	LIB	Library Resource Provision	Library Collections and Resources	Digital Literacy Programmes (was project, moved to POW)	Should Have
11a	POW	LIB	Library Resource Provision	Library services for academics	Open access advocacy: Open access advocacy – HEFCE	Should Have
12	BAU	SPC	Compliance	Ensuring statutory compliance	User Education & Training: Continue with help and guidance review.	Should Have
13	POW	SPC	Compliance	Ensuring statutory compliance	User Education & Training: Restructure SPC web pages	Should Have
14	BAU	SPC	Compliance	Ensuring statutory compliance	User Education & Training: Add new guidance on data sharing and PECR	Should Have

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ID	POW / BAU	Unit	Theme	Srv Name	Activity Name & Description	Priority
15	BAU	SPC	Compliance	Ensuring statutory compliance	Ensure Statutory Compliance: Continue with development of methods to promote compliance via active liaison with departments	Should Have
16	POW	SPC	Compliance	Ensuring statutory compliance	Ensure Statutory Compliance: Review core privacy notices: staff, student, applicant, alumni	Should Have
17	BAU	SPC	Support	Liaison	Programme and project: Identify PM maturity model and review approach to project management.	Wont Have (this time)
18	BAU	SPC	Policy	ICT Policy Development	Policy: Continue with the development of a fresh approach to an acceptable use policy.	Should Have
19	BAU	SPC	Policy	Policy Development	Policy: Highlight all those policies coming due for review through the year with document owners. (Not all are owned by SPC)	Should Have
19a	POW	SPC	Policy	Policy Development	Policy: Investigation the introduction of a policy to address retention of emails. This will include looking at Exchange folder policies, and the benefits of active retention v. passive deletion. Addresses the risk that data is retained longer than required life span.	Should Have

ID	POW / BAU	Unit	Theme	Srv Name	Activity Name & Description	Priority
20	BAU	SPC	Purchasing	Print Services	Print Services: Print services have been relocated to AVS stores on Suffolk Road. The move is to be complete by mid-August. Through the year, they will be bedding into the new location and re-establishing working processes.	Should Have
21	BAU	SPC	Purchasing	Print Services	Print Services: The replacement of the black & white copiers will be timed to coincide with the move.	Should Have
22	POW	FITS	Purchasing	Procurement Advice	AV tender: to ensure best value IT Support will run a tender to appoint an AV integrator to a contract. This will include design, supply and install services. A separate strand within the tender will consider a support contract. How to ensure continuity of service / support for existing products.	Must Have
23	POW	FITS	IT Support	IT Support	Operations manual for IT Support: work will take place to standardise procedures for IT Helpdesk and IT Support staff. This work will dovetail with the Service Catalogue work and will address process and permissions.	Should Have
23a	POW	FITS	IT Support	IT Support	PC Replacement: Refresh Faculty-owned PCs as planned within faculties	Must Have
24	BAU	FITS	Studio Technology Services	Teaching Room Support	PC re-imaging: All teaching space, IT Area and digital signage PCs will be re-imaged in August.	Must Have

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ID	POW / BAU	Unit	Theme	Srv Name	Activity Name & Description	Priority
25	BAU	FITS	Studio Technology Services	Teaching Room Support	Teaching space room checks: All teaching spaces will be checked throughout the year. This will include two full IT and AV health checks alongside periodic checks.	Must Have
25a	POW	FITS	Studio Technology Services	Teaching Room Support	Update AV equipment in teaching spaces: Refresh of obsolescent AV equipment in teaching spaces	Must Have
26	POW	FITS	TBC	TBC	Other: Possible move of staff printing to Papercut to make printing easier for staff and less complex to support. Policy req.	Could Have
27	BAU	FITS	Support	Learning Technologist	Online course creation: Support for new projects E.G Last year UHO, MED Module 2, Creative Writing , PDF training, Peer assessment, MED PBL groups. This year HUM induction, IAPT, MOOC	Must Have
28	BAU	FITS	Support	Learning Technology	System Admin: The bedding in of new policies around creation and population of Bb learning sites. Creation and implemenation of new policies for the creation and population of Bb infosites and school-wide sites. Updates and maintenacce for eStream and Blackbaord	Must Have
29	POW	FITS	Support	Learning Technology	Media creation day: Support for media creation training day with external and internal trainers	Must Have

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30	POW	FITS	Support	Learning Technology	TEL Screens: Development of a programme of rolling self access screens to support and develop best practice and to market initiatives	Must Have
31	BAU	FITS	Support	Learning Technologist	Media production: Support for new projects e.g. AV, word animations, narrations, interactive AV and Live streaming	Must Have
32	BAU	FITS	Support	Learning Technologist	Online Content Creation: Support for new projects, eg school sites, Browzine, sixth formers etc.	Must Have
33	POW	FITS	Support	Learning Technologist	Agile TEL support Development of new measurable academic training and support models to build on the availability of new support resource (teams and space). For example inductions, clinics, workshops, communities of practice, action planning / kick-offs, self access	Must Have
33a	POW	FITS	Support	Learning Technologist	Lecture capture: review of offering for UEA needs	Must Have
33b	POW	FITS	Support	Learning Technologist	Media Creation Implementation of offering for UEA needs: Production and implementation of reviewed offering of services appropriate to demand and including the support and provision of online-course design and media creation services to enrich online and blended delivery.	Must Have

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34	POW	FITS	IT Support	IT Teaching, Training and Study Areas	Lib Floor 0 & 1: PC refresh & furniture & layout	Should Have
35	POW	FITS	IT Support	IT Teaching, Training and Study Areas	Review & Implement provision of appropriate equipment for DSA Allowance & related changes	Should Have
36	POW	FITS	IT Support	IT Teaching, Training and Study Areas	Remove facebook free zones	Must Have
37	POW	FITS	Studio Technology Services	Teaching Room Support	Update AV equipment in Teaching Spaces	Must Have
38	POW	FITS	IT Support	IT Teaching, Training and Study Areas	PC replacement stats – stats on what is coming to eol for each year (automated replacement plans). Don't know where PCs are or who is using it etc. so asset kb needs updating – UEA wide audit of assets needed.	Wont Have (this time)
39	POW	FITS, ICT	Software	UEA Site Licenced Software	Office 2016: upgrade (Christmas) Windows 10: upgrade + review how we respond to a toolset that requires upgrades much more frequently (strategic direction of desktop - what else to include)	Must Have
40	POW	ICT	IT infrastructure, email filestore, etc.	Staff Email and Groupware services	Office 365: SMTP review (they think that they are mail servers). Identify & move to O365	Must Have

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41	POW	ICT	IT infrastructure, email filestore, etc.	Application Deployment	Staff remote application service: - Design and implement a staff remote application services, initially for PCI	Must Have
42	POW	ICT	IT infrastructure, email filestore, etc.	UEA Authentication Service	External authentication of UEA Users: - Write a report on what will be delivered and the benefits of solution (inc costs) - If approved Seek additional funding required - If funded plan and implement	Could Have
43	POW	ICT	IT infrastructure, email filestore, etc.	UEA Authentication Service	Externally hosted ADFS: - Write a report on what will be delivered and the benefits of solution (inc costs) - If approved Seek additional funding required - If funded plan and implement	Could Have
44	POW	ICT	IT infrastructure, email filestore, etc.	Application Deployment	Mac support and backup infrastructure (MAC image and app catalogue)	Must Have
45	POW	ICT	IT infrastructure, email filestore, etc.	Data Storage	Review & implement filestore quotas - Review current quotas for all users - produce recommendations for change - if approved implement	Should Have
46	POW	ICT	IT infrastructure, email filestore, etc.	Wireless network	Access to internal network by domain connected WiFi devices (files that are shared by O365).	Should Have

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47	POW	ICT	IT infrastructure, email filestore, etc.	Data Storage	Sharepoint online investigation (move storage shares)	Could Have
48	POW	ICT	IT infrastructure, email filestore, etc.	Data Centres	Review Data Centre environment monitoring (why alerts are triggered so freq.)	Should Have
48a	POW	ICT	IT infrastructure, email filestore, etc.	Data Centres	Migration of servers to new method for low level backups.	Should Have
48b	POW	ICT	IT infrastructure, email filestore, etc.	n/a	Further ITCS building works: Further refurbishment of the office space within the ITCS building	Must Have
49	POW	ICT	IT infrastructure, email filestore, etc.	Application Deployment	Review usage of Avocent	Could Have
50	POW	ICT	IT infrastructure, email filestore, etc.	Data Centres	CTSA recommendations implementation (physical security)	Should Have

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51	POW	ICT	IT infrastructure, email filestore, etc.	Server Hosting	Review hosting arrangements (servers in DC which are not ISD owned). Identify owners etc	Must Have
52	POW	ICT	Research Computing	Research Computing	Major HPC refresh	Must Have
53	POW	ICT	Research Computing	Data Storage	Research storage: Sales, reporting processes and service description (billing & sales figures)	Must Have
54	BAU	ICT	Training	User Education and Training	Continue HPC and Linux training programmes with CSED and SCI PGR PPD	Must Have
55	POW	ICT	Networking and telephony	Application Deployment	Implement new client VPN	Must Have
56	POW	ICT	Networking and telephony	Telephony infrastructure	Implement the outcome of the Tender for telephone exchange and bearers (may need re-tender)	Must Have
57	POW	ICT	Networking and telephony	Telephony infrastructure	Review telephony charges: Telephony income continues to decline which is in line with what commercial providers have experienced. Review the possibility of reducing call charges and increasing line rental, in order to maintain income	Should Have
58	BAU	ICT	Networking and telephony	Wireless network	Review of Wi-Fi service	Must Have
59	POW	ICT	Networking and telephony	Campus wired connections	Boundary and core router replacements	Must Have

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60	POW	ICT	Networking and telephony	Management directory services	Tender for replacement DNS/DHCP and implement	Wont Have (this time)
61	POW	CIS	TBC	3rd Party Database Hosting	Review Support for System Team Databases	Could Have
62	BAU	CIS	CIS	Personnel & Payroll (ResourceLink)	Normal Application Activities: upgrades to Northgate	Must Have
62	BAU	CIS	CIS	Finance system	Normal Application Activities: upgrades to ABW	Must Have
64	BAU	CIS	CIS	Accommodation and conferences (Kinetics)	Normal Application Activities: upgrades to Kinetics	Must Have
65	BAU	CIS	CIS	Customer relationship management (Raiser's Edge)	Normal Application Activities: upgrades to Raisers Edge	Must Have
66	BAU	CIS	CIS	Research Administration Systems	Normal Application Activities: upgrades to PURE	Must Have
67	POW	CIS	TBC	Identity Management	New Data Feeds: between Mylp and PURE	Should Have
68	POW	CIS	TBC	Identity Management	New Data Feeds: between Kinetics Conference and ABW	Should Have

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69	POW	CIS	TBC	Research Administration Systems	PURE Developments: Migration of E-thesis from Eprints to PURE	Should Have
70	POW	CIS	TBC	Research Administration Systems	PURE Developments: Decommission Eprints	Should Have
71	POW	CIS	TBC	Estates management (Concept)	New Systems: Implementing a Post and Portering system for estates that will be used to manage parcel deliveries across the university	Must Have
72	BAU	CIS	CIS	Report development (Oracle Discoverer)	New Systems: Adding data from more systems into the data warehouse to support the rollout of the Enterprise Reporting System	Must Have
73	POW	CIS	TBC	Web content management (Polopoly/Portal)	Course catalogue Improvements	Should Have
74	POW	CIS	TBC	Web content management (Polopoly/Portal)	Define and Implementing Improving software builds (to improve our quality and make it easier to work with externals) - LifeRay	Could Have
75	POW	CIS	TBC	Web content management (Polopoly/Portal)	Review & Recommend Changes to allow ad-hoc development and quick wins can fit better into the corporate framework	Could Have
76	POW	CIS	TBC	Student information system (SITS) - including evision	Timetable scheduling automation (possible; depending on parallel run currently underway)	Should Have

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77	POW	CIS	CIS	Student information system (SITS) - including evision	Ad hoc room booking re-development (for process efficiencies)	Wont Have (this time)
78	POW	CIS	TBC	Student information system (SITS) - including evision	Further PGR developments	Could Have
79	POW	CIS	TBC	Student information system (SITS) - including evision	Automatic Attendance monitoring	Should Have
80	POW	CIS	TBC	Personnel & Payroll (ResourceLink)	HR leave Management	Should Have
81	POW	CIS	TBC	Web content management (Polopoly/Portal)	Learning Analytics	Should Have
82	POW	CIS	TBC	Student information system (SITS) - including evision	Hobsons Upgrade/Replacement	Should Have
83	POW	CIS	TBC	Web content management (Polopoly/Portal)	Re-Branding across all secondary systems	Should Have
84	POW	CIS	TBC	Federated Access	Authenticaton of all non-UEA users	Should Have

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85	POW	CIS	TBC	Student information system (SITS) - including evision	Review Options for Exam Paper Management: Exam paper preparation requires external examiners, who often do not have a UEA contract, to have access to either partially or fully completed exam papers. The processes employed to achieve this vary from School to School however common techniques include postage of physical papers, postage of unencrypted USB drives and sharing through cloud storage accounts. Internally Schools employ a range of shared drive models with little management of access control. A consistent and structured tool for managing this process (along the lines of ROGO) would be beneficial in reducing the risk of an exam paper security breach as well as reducing the workload involved in managing frequently changing access requirements.	Should have
86	POW	CIS	TBC	Customer relationship management (Raiser's Edge)	Business CRM (developing business case for non-student CRM)	Could have
61	BAU	ICT	Networking and telephony	Telephony infrastructure	Telephone Directory update: Directory will be updated each year and published on the web	Must Have