

LTC15D009

Title: ISD Programme of Work 2014/15
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Issue

The paper outlines summaries the activity taken place within the ISD programme of work and projects in the academic year 2014/15.

Recommendation

The recipients are asked to note the report.

Resource Implications

Risk Implications

Significant developments will be managed using a predefined project management methodology which includes an assessment of risk at the development level.

Equality and Diversity

We do not believe that the proposed programme has an impact on specific groups with protected characteristics.

Timing of decisions

Further Information

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Background

On an annual basis, ISD prepares a programme of development activity for approval by ISSC. The programme has been developed in conjunction with the IT Forum, Library Forum, ISD Education Board and ISD Research Board and is informed by the current Library and IT Strategies.

Discussion

This paper provides a summary of the activity in the programme of work for ISD during academic year 2014/15. The programme of work is comprised of a number of projects and a number of departmental level developments.

1. Projects

Project	Objectives
Enterprise wide reporting	<p>Procurement and Installation of the new reporting tool Tableau has been completed.</p> <p>A centralised Business Intelligence Unit service for providing advice, Tableau user-support and report-writing has been created within Planning.</p> <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. As discoverer conversion is included in the project scope, work for this project will continue into 2015/16.</p>
Identity Management Replacement	<p>Procurement and installation of a new Identity Management Solution (replacing SPOT) has taken place. The consultancy services of Oxford Computing Group (OCG) are assisting ISD in the configuration and implementation of the new system MIM (formerly FIM).</p> <p>Test and live environments have been created. The High level design for the system has been mapped and implementation work scoped out.</p> <p>Data feeds and mappings within the new system have been completed. Inbound data feeds from the primary authoritative systems SITS and HR have been completed.</p> <p>Initially, 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 January 2016.</p> <p>Subsequent work on the project will continue throughout 2015/16.</p>
ARCP	<p>Work has taken place to identify and resolve the issues that were being experienced after the initial implementation of ARCP with ABW.</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 on this project will continue into the 2015/16 academic year.</p>

Project	Objectives
Pure Portal	<p>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> <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.</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>
Online Marking	<p>The Assessment and Feedback 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 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>
Cloud based email and collaboration tools (Office 365)	<p>Office 365 has been introduced providing cloud based email and collaboration tools.</p> <p>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.</p> <p>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>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 - scheduled for October 2015.</p> <p>Decommissioning work will take place with the onsite exchange and CANIT solutions alongside the introduction of the new Education package which enables email encryption for each licensed account.</p> <p>This project will continue into the early part of academic year 2015/16.</p>

Project	Objectives
Research Storage	<p>Work has been completed on the migration of research users to a new model for research data storage. Remaining non-researchers who have been using research data storage are now to be migrated, thereby concluding all migration work. This significantly reduces the cost of provision of research data storage.</p> <p>Post-project work will take place in the academic year 2015/16 to promote the use of the new storage service within the research community.</p>
UEA London Infrastructure	<p>Work on decommissioning UEA London has been completed. Work included:</p> <ul style="list-style-type: none"> • Removal of IT infrastructure at the UEA London campus in readiness for INTO services to replace them. • Recycling and safe disposal of the decommissioned equipment, data and licensed software. • Movement of filestore data, desktop PC settings and email to Norwich infrastructure for those students and staff relocating to Norwich. • Ensuring continuity of UEA services for the groups of students studying beyond the decommission dates at the London campus (e.g. LAD) • Deactivation of IT Accounts for all other UEA London users.
IT Security Improvements	<p>This project will continue into the academic year 2015/16.</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 are underway • Patching software purchased and being setup • SIEM tender nearing completion • Draft Policy created • Procedures, guidance and training has not started
Online Payments (WPM)	<p>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. Open and Invoice pathways (also via SITS) should be live by mid-October. Papercut pathway currently undergoing UAT should be live by end of October. Kinetics BVL pathway work starting first week of October Library pathway implementation postponed. New start date yet to be agreed.</p>
ITIL Implementation	<p>This project will continue into the academic year 2015/16.</p>

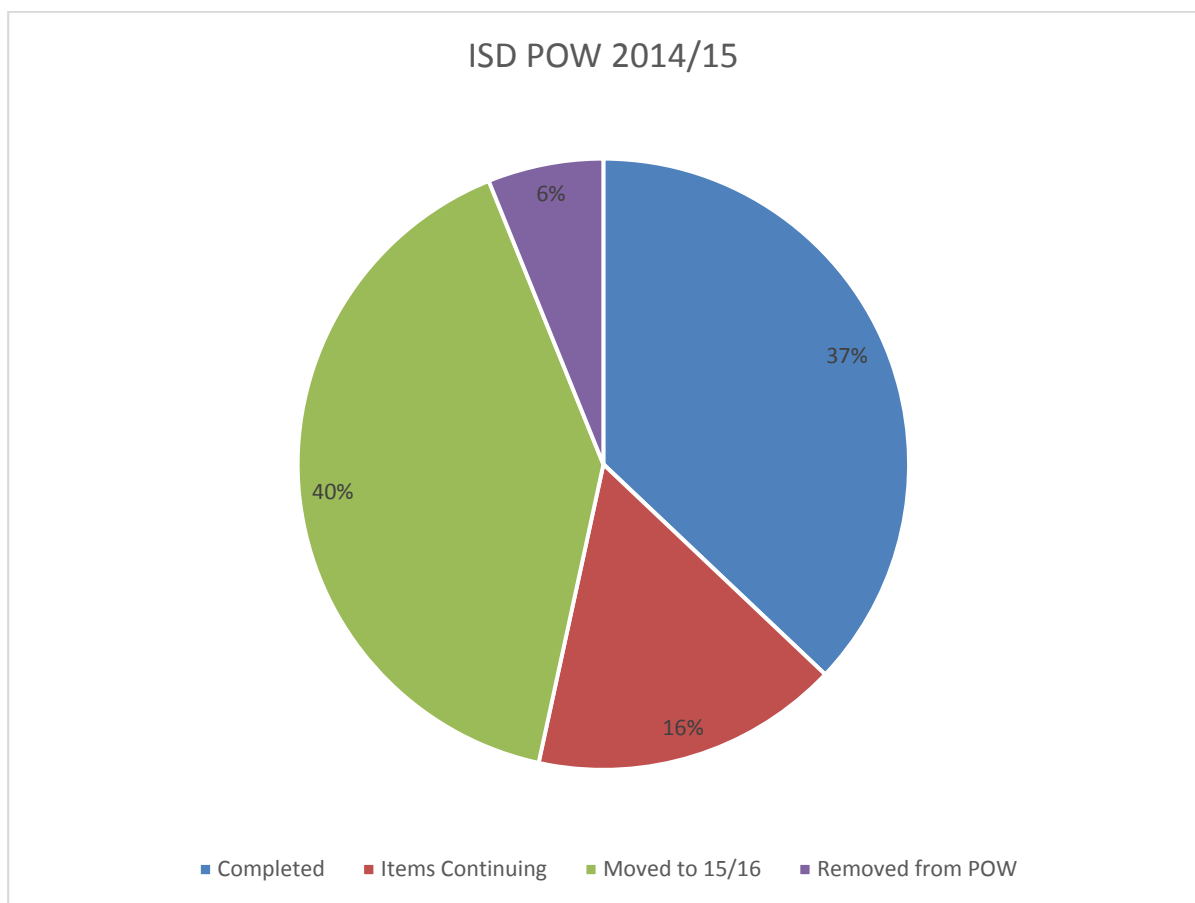
Project	Objectives
	Work in 2014/15 focused on the procurement of a new ITSM. This work is nearing completion with handover to a new project manager to focus on the implementation of the new ITSM as well as the introducing the ITIL framework.
Library systems Enhancements	<ol style="list-style-type: none"> 1. Assess EBSCO Link resolver against SFX: Complete; SFX to be retained for the foreseeable future. 2. Implement a A-Z for library databases in Liferay by May 2015: Completed. 3. Decommission Metalib by August 2015: Completed. 4. Implement Single Sign On for Aleph and EDS - agreed to be addressed again in 2015/16 POW) 5. Investigate library account and request functionality via Ebsco EDS and - implement if feasible by May 2015: Library account functionality has been integrated into the University portal. 6. Improve metadata feeds to discovery service by adopting vendor data feeds: 3 out of 4 book vendors completed. Final vendor will be added in 2015/16 Programme of Work. 7. Feeds to discovery service from UEA repository / PURE by June 2015 - Now in testing. Awaiting PURE portal implementation in early 2015/16.
Digitisation & Reading Lists	<p>This project will continue into the academic year 2015/16.</p> <ul style="list-style-type: none"> • The system is now fully live and operational, integrated with UEA authentication mechanisms, Library Systems and Blackboard • In September 2015 the library digitisation service has moved to Talis Aspire. All existing mediated scans are now managed, reviewed and distributed with the new system. Over 600 scans are now being managed and distributed with the new software. • The library has developed a workflow and used it to make significant in-roads into entering lists on the system, aiming to prioritise Semester 1 and first year level courses. • Several exemplar sites were created early in the project by library staff for the purposes of demonstrations to academic colleagues. They have been used to successfully demonstrate capabilities of the software to a wide audience • The library now has access to over 800 lists, with over 650 in system at time thanks to a team to temporary staff. 250 of these are new lists gained via active promotion of the service. The original plan, and model going forward, will be to train and support academic staff in inputting their own lists. This represents a valuable mass of information but is still under 50% of the estimated 2,000 active Blackboard modules
Digital Literacy	<p>This project has moved to Library Programme of Work for 2015/16, because much of the work has been completed.</p> <ul style="list-style-type: none"> • Online course has been designed • Design process included input from Faculty, Students, Careers • Course includes employability element

Project	Objectives
	<ul style="list-style-type: none"> • Course content is available in BETA on Blackboard https://learn.uea.ac.uk/webapps/blackboard/execute/launcher?type=Course&id=113738_1&url= • The pilot to run during Nov 2015 • Pilot will provide opportunity to review student engagement and behaviour; resource required during the programme; and model of pedagogy. • Students completing the course are eligible to include it in submission for UEA Award. • Review and reporting will follow the pilot.
Collection Development	<p>Phase two of the project will shortly commence because Draft Collection Development Policy has been written. To achieve this the project completed the following:</p> <ul style="list-style-type: none"> • Identified issues that need to be addressed by new collection development policy – e.g. space (collections and study); budget; licence changes. • Described issues, outlined potential future scenarios and provided supporting data in a Consultation Report. • Used consultation report to engage with Faculty and Students to gather feedback about proposals, from May – Sept. • Collated result and analysed feedback, compiled report. • Drafted a Collection Development Policy, taking into consideration feedback collected during consultation. • Draft Collection Development Policy to be reviewed by Library Forum in Sept 2015 and agreed by ISSC, in Oct 2015.

2. ISD POW 2014/15

Summary Statistics

Unit	Total	Completed	Continuing	Moved to 15/16	Removed
LIB	9	4	2	2	1
SPC	9	3	3	0	3
FITS	15	8	4	1	2
ICT	36	20	14	2	0
CIS	227	74	25	114	12
Totals	296	109	48	119	18



Items not yet completed (work will continue)

ID	Srv Name	Activity Name	Activity Detail	Progress	End Date	Current RAG Status
64	IT teaching, training and study areas	Update AV equipment in teaching spaces	Refresh of obsolescent AV equipment in teaching spaces		Sep-15	Green
66	IT Support	PC Replacement	Refresh Faculty-owned PCs as planned within faculties		Sep-15	Amber
61	Learning & Technology Support	Lecture capture: review of offering for UEA needs	Lecture capture: review of offering for UEA needs		Nov-2015	Green
63	Learning & Technology Support	Creation of image bank and media library to support online delivery	Presentation at IEB of knowledge base and institutional protocols for the maintenance, training and support of a library of re-purposable and accessible digital assets (still, animated and AV) located on eStream for the enrichment of online and blended delivery models. This will include presentation of a set of schemas to ensure appropriate access to tools and content for groups of staff and students.		Nov-2015	Green
16	Multiple Services	Knowledge transfer	Knowledge transfer within the team. This covers student network printing, server		Sep-2015	Green

			hosting, CCTV, Data storage, Desktop development, Email services and authentication services			
19	Staff email and groupware services	Review the delivery of email via SMTP and use of Mailman	Implement authenticated SMTP and review how email is delivered out to the internet via Office 365 prior to removal of internal servers. Mailman service to be reviewed with a possible view to removal		Sep-2015	Green
20	UEA authentication service	External authentication	Implement external authentication to allow clients to continue to authenticate in the unlikely event of lack of service on campus	Additional funding required as previously identified. Activity has not progressed.	Sep-2015	Green
21	UEA authentication service	Externally hosted ADFS	Implement external authentication to allow clients to continue to authenticate in the unlikely event of lack of service on campus	Additional funding required as previously identified. Activity has not progressed.	Sep-2015	Green
22	Desktop development & support	Mac support infrastructure	Creation of a support infrastructure to enable more effective use of Mac computers		Sep-2015	Green
27	Multiple Services	Scheduled downtime proposals and implementation	Proposals for the scheduled IT service downtime to enable equipment to have the latest patches applied		Oct-2015	Green

28	Multiple Services	Further ITCS building works	Further refurbishment of the office space within the ITCS building		Sep-2015	Green
30	Research computing	Major HPC refresh (May)	Procurement of new primary HPC hardware. Downgrade end of life hardware to low priority HPC resource.	Hardware installation complete. Software installation in progress.	Aug-2015	Amber
33	Research computing	Roll out of Ubuntu 14.04 desktop	Development and rollout of the latest UEA Linux desktop		On-going	Green
34	Research computing	Linux Desktop OS review and options appraisal	Review options for future UEA Linux desktop, for implementation in 2015-16		Sep-2015	Green
36	Research computing	Server replacement and decommissioning (seaglider, envaim2, ecs)	Supporting research groups by replacement of end of life servers		On-going	Green
41	Campus wired connections	Structured cabling tender	Tender for the renewal of the contract to supply and installation of structured cabling for the University	this tender had to be re-issued after the first submission yielded no respondents)	Sep-2015	Amber
44	Telephony infrastructure	Tender for telephone exchange and bearers, and implement outcome	Tender for the renewal of the contract for telephone exchange services and bearers for the University	PSTN - simplified notice posted - tender document going through final approval PBX - clarification being sought from supplier	Sep-2015	Green
63	Telephone structure	Directory will be updated	Directory will be updated each year and published on the web		Oct-2015	Green

1	Library facilities	Online room bookings	Implement online room bookings (+BP)	A new self-service online room booking service for library group study rooms was launched in September 2015.	Sep-15	Green
	Accommodation and conferences (Kinetics)	Implement web catering module	<p>Time saving, improved data integrity and enhanced customer experience: In conjunction with interfacing to finance system (line 3), this will save approx. 1/2 FTE to be redeployed on other value adding activities. Benefit will come from automating and code validation for hospitality recharging, which currently takes approx. 3 hours a day. Enhanced customer experience with online ordering and fewer calls chasing up charge codes etc.</p> <p>Consequence if not done: Recharges would have to be done manually requiring permanent 1/2 FTE. Customers will continue to get queries and be chased up to provide codes to charge hospitality to.</p>	Testing of this module has been successful. The go live date has been scheduled for the 02/10/2015	31/12/2015	GREEN
	Accommodation and conferences (Kinetics)	Kinetix Upgrade		Test upgrade has been signed off by stakeholders. Awaiting a revised upgrade date from the	31/10/2015	GREEN

				stakeholders. Initial date was postponed to facilitate important accommodation processes.		
	Accommodation and conferences (Kinetics)	Implement Online Booking and Payment for Broadview Lodge	Implement module in Kinetix	merge with WPM and Web list	30/11/2015	GREEN
	Customer relationship management (Raiser's Edge)	Raisers Edge Upgrade and migration to SQL 2012 Infrastructure	New features required by the Alumni Department, Improved compatibility with office 2013	Upgrade has been completed. Migration to 2012 still outstanding. A new client with the new database settings has been tested. Work has been scheduled for the Sept - Dec sprint.	01/01/2016	GREEN
	Customer relationship management (Raiser's Edge)	Data Processing Agreement	Arrange DPA to enable supplier to have access to database backups for support	Dave Palmer and Charlotte Burford are working with Blackbaud to finalise this	31/03/2015	GREEN
	Report development (Oracle Discoverer)	Data Warehouse Development	Continued development to support institutional reporting	Ongoing		GREEN
	Estates management (Concept)	Time and Attendance Monitoring		Product has been installed and is being used in a limited way. Will be signed off once a security audit has been completed.		GREEN
	Finance system (ABW)	Archive PMA Data	Move database to Archive Server. Provide a mechanism for REN to view the data.	The database has been migrated to an Archive database server. REN are able to access the data using an extract created for them	01/11/2015	GREEN

		ASA Training and Knowledge Transfer	Improve resilience of services supported by this team	Ongoing. Knowledge transfer currently focussed on - Linux Web Platform, Data Warehouse day to day operation.		GREEN
	Library catalogue and search tools	Implement Proximity cards on Library Self issue machines	Consequence if not done: As more accommodation is dependent on access cards the ability to replace lost and stolen cards is essential to avoid poor student experience and additional work for security As more accommodation is dependent on access cards the ability to replace lost and stolen cards is essential to avoid poor student experience and additional work for security As more accommodation is dependent on access cards the ability to replace lost and stolen cards is essential to avoid poor student experience and additional work for security As more accommodation is dependent on access cards the ability to replace lost and stolen cards is essential to avoid poor student experience and additional work for security	In progress - required in order to decommission library barcodes and enable campus card printing in the security lodge. This work is needed in order to enable management of lost/stolen cards overnight now that more accommodation is dependent on campus cards for access		GREEN

	Web content management (Polopoly/Portal)	sort out URLs and remove lred		Stalled by PCI work.	31/05/2015	GREEN
	Web content management (Polopoly/Portal)	Changes to people pages following introduction of Pure portal	<p>Reconfigure apache to redirect existing people page urls to Pure Portal Equivalents</p> <p>Change people portlet so that links to people point to Pure Portal person page. Includes staff lists, people search results</p> <p>Reconfigure apache to redirect agreed pages in research and school pages to Pure Portal</p> <p>Add links to Pure portal to Liferay pages as required.</p> <p>Review if there are other portlets (e.g. course catalogue) which dynamically link to people pages, which will also need changing</p> <p>Be aware of separate work to improve people pages support in micro sites</p>	Completed as far as possible, blocked by delays on Pure upgrade.		GREEN
	Web site Hosting	Improve business continuity plan for external hosting	<p>ensure backups are stored at UEA</p> <p>create plan for sourcing alternative provisioning and restoring service</p>	reduce risk of external provider going out of business		GREEN

	Web content management (Polopoly/Portal)	2015 Rebrand Phase 2 (B priorities; misc.)	Introduce breadcrumbs Left hand Navigation improvements More from UEA (6 panels) Print css Change font sizes to ems kiss widget social sharing integration enhanced 404 page	Est from spec 29 days, additional 2 weeks added for developer familiarisation with these areas.		GREEN
	Web content management (Polopoly/Portal)	2015 Rebrand Phase 2 (B priorities; auxiliary systems)	Reskin following systems in line with 2015 branding: Hobsons, WPM (shop), Web recruitment, Net Communities, Pure Portal.	from DIT spec,		GREEN
	Student information system (SITS) - including e:vision	Attendance Monitoring - Report for monitoring register completion		Not sure what happened to this - LTS to confirm what it is and if still required.		GREEN
	Student information system (SITS) - including e:vision	Extenuating Circumstances Boards - phase 2		This has been postponed to next sprint to complete the work. A large proportion of development was complete but was not able to be finished by the soft deadline. It was agreed that we could not go over this deadline with the stakeholder, due to the impact on other strands of work, with hard deadlines.		GREEN
	Student information system (SITS) - including e:vision	Finance Process Changes - WPM Online Payments		This was running behind but is now going to be re-scheduled with immediate effect, to meet		GREEN

				PCI issues. Other items may become red/de-scheduled as a result. More resource moved to it, at expense of Rogo upgrade and Annual Student Rollover developments and Finance Accommodation change		
	Student information system (SITS) - including e:vision	HEAR Implementation		Still outstanding		GREEN
	Student information system (SITS) - including e:vision	Online submission and marking - Reassessment Fees		Partially specified, but resource reallocated, therefore removed from sprint 3		GREEN
	Student information system (SITS) - including e:vision	PGR Meetings - Annual Progress Meetings Developments Phase 5				GREEN
	Student information system (SITS) - including e:vision	PGR Meetings - Supervisory Meetings		UAT completed but not yet live as stakeholders would like a go live of 01/06/15. This is planned in and won't affect any of the following sprint allocated work.		GREEN
	Student information system (SITS) - including e:vision	Student Financial Communication - OFT debt letters		This has mostly been developed, but we are waiting on further detail from the stakeholder before we can go any further		COMPLETE
	Student information system (SITS) - including e:vision	Increased backup resilience				GREEN

	Course Catalogue	Investigate the automation of the inbound 'year abroad' module catalogue.	Add flag to SITS to indicate which modules are available to visiting students Provide online module catalogue listing just those modules	to be spec'd with Anne-Marie Bruner-Tracey Study Abroad Manager		GREEN
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Items removed from POW

ID	Srv Name	Activity Name	Activity Detail	Comments
49	Multiple Services	Review the role of the IT Helpdesk and IT Support teams	Consider how to extend services we offer to students. Student inductions, digital literacy. Byod	
67	IT Support	Desktop Infrastructure	Investigate OU arrangements in NSC with a view to revising and streamlining, identify other schools where a similar intervention would be beneficial	
5	Library facilities	Self-service email receipts	Implementation with Bibliotheca to cut down sorter errors and improve user experience	This work was cancelled during the 'proof of concept' stage as the supplier was unable to maintain the stability and continuity of the returns sorter when the new functionality was implemented. Any benefits would have been outweighed by a deterioration in other essential aspects of the service.
55	Ensuring statutory compliance	CLA licence compliance impact derived from Talis Aspire investment	Maximising impact of an investment in Talis Aspire on our CLA licence compliance. We would expect to be involved in the project to implement this system working with the Library.	
58	TBC	Project management review	Project management. It is 18 months since we started using APM for managing our projects, and a few have now completed their life cycle through to post project review and lessons learned. We wanted to review APM to see how well it is working and assess	Nothing further to add. In the review of the 15/16 POW this task was marked down as W (won't do)

			any further support needed by project managers outside the Project Management Office (PMO).	
59	Policy development	Security policy development	Information security policies were last revised and approved at Nov 2012 ISSC and so a review should be conducted over the summer 2014. An initial reading suggests they are sound, and not a priority for improving security in the organisation. (October 2014)	An initial reading suggests they are sound, and not a priority for improving security in the organisation. (October 2014) Work is concentrating on creation of Policies for PCI.
36	Library services for researchers	ePrints Server Refresh		Awaiting decision when ePrints may be decommissioned. It is likely that this work will not be required.
69	Student information system (SITS) - including e:vision	Accessibility and Exam Scheduling		This cannot be started until Tribal development is completed, which is due to run from end 2013 until end 2015.
122	Student information system (SITS) - including e:vision	Finance e:Vision Amendments - Library Fine Payment		Fines will be paid via WPM this task has been moved to the WPM project
125	Student information system (SITS) - including e:vision	Finance Process Changes - Create new subsidiary company in SAM		Finance have notified that this task is no longer required
168	Student information system (SITS) - including e:vision	PPD Online Catalogue Enrolment		This will only be able to be developed once a new intranet/portal is implemented.
172	Student information system (SITS) - including e:vision	Roll out of SMS Functionality		This involves increasing resilience and automation of the pilot set up, so that it can be used more widely. Prob to be cancelled as NSC pilot recommended not to be used for teaching.

179	Student information system (SITS) - including e:vision	SAS Team Interfaces - Blackboard Feed		Additional work was expected to feed groups to Blackboard - this work has not been required and will be delivered in the future via FIM
191	Student information system (SITS) - including e:vision	Third party card payments		work moved to WPM project
252	Web content management (Polopoly/Portal)	Knowledge transfer of advanced Liferay features (display templates)		Nobody in DMT to transfer skills too!
256	Web content management (Polopoly/Portal)	Improve Solr resilience		Propose to wait for Liferay 7 (Q4 2015) which switches to ElasticSearch
275	Web content management (Polopoly/Portal)	Liferay search		core functionality has been enhanced so this bespoke work is not required
321	Web content management (Polopoly/Portal)	500+ backlog items as prioritised by DMT		Work taken over by DMT

Items moved to 2015/16 POW

ID	Srv Name	Activity Name	Activity Detail	Comments
46	Teaching Room Support	AV integrator tender	Go out to tender for companies supplying and fitting AV equipment into teaching and learning spaces across UEA.	
25	Data Centres	Review Data Centre rack (Jacarta) monitoring	Review the performance of the monitoring equipment that reports on the serviceability of the Data Centre server racks	moved to next year's POW due to staff shortages
31	Data Centres	Migration of servers to new method for low level backups.	Migration of servers to new method for low level backups.	moved to next year's POW due to staff shortages
3	Library facilities	24/7 Review	Review of 24/7 contract	This contract is currently being reviewed for the 2015/16 year and work is also underway on a revised tender for 2016/17 onwards.
2	Library facilities	Online fines	Implement online fines payments (+JR & EC) (depending on overall university rollout)	This work is now scheduled for 2015/16 as is part of a wider university rollout of online payments.
	Accommodation and conferences (Kinetics)	Implement Interface between catering module and finance system	Time saving, improved data integrity and enhanced customer experience: This will save approx. 1/2 FTE to be redeployed on other value adding activities (in conjunction with line 1 above). Benefit will come from automating and code validation for hospitality recharging, which currently takes approx. 3 hours a day. Enhanced customer experience with online	This will be developed after the system goes live. Awaiting complete specification document from supplier

			<p>ordering and fewer calls chasing up charge codes etc.</p> <p>Consequence if not done: Recharges would have to be done manually requiring permanent 1/2 FTE. Customers will continue to get queries and be chased up to provide codes to charge hospitality to.</p>	
	Accommodation and conferences (Kinetics)	Review interface between Catering module and Conference module.		Unscheduled
	Accommodation and conferences (Kinetics)	Implement online booking and payments for UEA Conferences		merge with WPM and Web list
	Accommodation and conferences (Kinetics)	Implement interface between the Kinetix conference module and SITS timetabling module		Unscheduled
	Research Administration Systems	ePrints Replacement	<p>Improved external searching of UEA digital repository and greater visibility of UEA's research</p> <p>Reduces number of systems UEA needs to support</p> <p>Staff saving of 70 hours in REN and LIB, xx hours in ISD and licence fee of £Y (In short term requires additional hours to implement new method for e-thesis)</p> <p>Consequence if not done: Would need</p>	Waiting for the Pure Portal to be implemented

			to continue to maintain and support ePrints as an additional system to PURE.	
	Research Administration Systems	Pure Development to support REF2020 Preparation	<p>Provides mechanism for tracking and modelling REF readiness and also for uploading REF submission into REF software without maintaining duplicate systems. Would improve access to REF modelling information in all Schools across UEA and also save an estimated 1600 hours of effort in REN in next REF period in setting up duplicate systems and uploading data into REF system.</p> <p>Consequence if not done: Would duplicate content in PURE in excel spreadsheets</p>	Unscheduled
	Research Administration Systems	MyIP to Pure Data Feeds	<p>Allows enterprise projects (other than consultancy) to be transparent to individual and their academic managers via PURE and to external searchers via the PURE portal.</p> <p>Consequence if not done: There would be no one place where all activity relating to one individual is easily accessible or available for reporting (via Datawarehouse and/or PURE) or for feeding through to individual or school webpages or for external searching via the portal.</p>	Develop interfaces between MYIP and Pure

	Web site Hosting	Server Refresh and Redesign of Windows Application Tier	Application tiers will be hosted on new hardware. Currently runs , SITS exe file share, Kinetics exe File share, Autocad License server, Thartens license server, Rota Horizon, Satori Mailroom server,	Awaiting server builds. This task has been rescheduled to a future sprint. Application tiers will be hosted on new hardware. Currently runs , SITS exe file share, Kinetics exe File share, Autocad License server, Thartens license server, Rota Horizon, Satori Mailroom server,
	Web site Hosting	Load balance SOLR service		Improve the resilience of the Liferay indexing application required by the UEA website
	Web site Hosting	Build Server to run Continuous Integration testing system for the Web Team		Service currently runs on unsupported server. A VM server has been scheduled to be built in October 2015
		Develop a new secure Windows Application/WEB infrastructure		
	Web content management (Polopoly/Portal)	Improve outsourcing of website projects	standardise contracts with external website supplies, apply retrospectively	
		Web image library replacement	Specification for replacement image library - review options to do in Liferay and other existing corporate systems, and external products.	not clear if this is still needed
	Web content management (Polopoly/Portal)	Move Liferay to Physical servers	Requirement from Systems team to reduce load on VM Requires 2 physical servers built as CIS standard Tomcats Requires support from ASA team. May have dependency on RHEL7 image	

			Install Liferay EE + UEA components, transfer licences Investigate possibility of separating test system onto separate servers (keep on VMs?)	
	Web content management (Polopoly/Portal)	2015 Rebrand Phase 2 (C priorities; internal audience systems)	Rebranding: portal template, Evision, SPOT, Blackboard, MYview, ESD etc.	from DIT spec,
	Web content management (Polopoly/Portal)	Move CI and Nexus to Linux server	Setup dedicated Continuous Integration (CI) server. Install Hudson and build tools Setup Nexus	improves release quality, allows for test automation
	Web content management (Polopoly/Portal)	Automated testing,	Setting up processes to automate testing of Liferay portlets, improve build quality and reliability	
	Web content management (Polopoly/Portal)	PC Availability update to enhance display and refresh branding	Update PC availability (PCA) on display screens to use new map. Extend coverage (Edith Cavel building etc.) Ensure PCA is mobile friendly Summary PCA display for portal	Still needs to be done as current information and graphics are poor - remove end date and do work when we can
	Student information system (SITS) - including e:vision	Accessibility		
	Student information system (SITS) - including e:vision	Annual Student Rollover - phase 3		Most, if not all, of this functionality should be in Test for UAT in the next 2 weeks (as at 11/03/15) and some resource is expected to be made available in the next sprint to resolve any issues from testing and put it all live.
	Student information system (SITS) - including e:vision	Addresses Improvements - Address Bugs		

	Student information system (SITS) - including e:vision	Addresses Improvements - Address Improvements		
	Student information system (SITS) - including e:vision	Attendance Monitoring - Auto-emails	<p>Students would automatically be sent 'warning' emails when their attendance was recorded as poor, helping support students in the early stages of non-engagement. This would give actual savings in admin time, difficult to estimate. The MED offline system currently has this functionality, and when this is developed in SITS, like-for-like or improved functionality is expected. It helps with PSRB requirements students would automatically be sent 'warning' emails when their attendance was recorded as poor, helping support students in the early stages of non-engagement. This would give actual savings in admin time, difficult to estimate. The MED offline system currently has this functionality, and when this is developed in SITS, like-for-like or improved functionality is expected. It helps with PSRB requirements</p> <p>Consequence if not done: short term, would carry on with manual checking/sending of emails. Longer term efficiency gains would not be realised, and students may suffer from</p>	Specified but not started development - dropped from sprint 2 at LTS's request. To be set to cancelled?

			delay in getting the information short term, would carry on with manual checking/sending of emails. Longer term efficiency gains would not be realised, and students may suffer from delay in getting the information	
	Student information system (SITS) - including e:vision	Attendance Monitoring - Auto-attendance monitoring	This development will enable attendance in larger teaching events to be monitored in an efficient way (Cardax proximity cards nearby lecture theatres). In addition to CMP and MED, HSC is particularly keen to have this in place for Sep 2015, so they can provide evidence of attendance for their PSRB. Would replace current practice of paper registers, which eats into lecture time, and requires entering onto system at a later date; difficult to estimate savings. This development will enable attendance in larger teaching events to be monitored in an efficient way (Cardax proximity cards nearby lecture theatres). In addition to CMP and MED, HSC is particularly keen to have this in place for Sep 2015, so they can provide evidence of attendance for their PSRB. would replace current practice of paper registers, which eats into lecture time, and requires entering onto system at a later date; difficult to estimate savings	Poss. CMP & MED benefits.

			<p>Consequence if not done: The HSC attendance officer has said that they need to be able to monitor attendance at each event, and they are increasingly concerned that they may be asked to prove that a student attended a particular event should an untoward incident occur in clinical practice. The HSC attendance officer has said that they need to be able to monitor attendance at each event, and they are increasingly concerned that they may be asked to prove that a student attended a particular event should an untoward incident occur in clinical practice.</p>	
	<p>Student information system (SITS) - including e:vision</p>	<p>Attendance Monitoring - Function to export reports to excel</p>	<p>This was requested before the requisition of Tableau. We think that this will no longer be required, as attendance reports will be developed from the data warehouse via tableau. This was requested before the requisition of Tableau. We think that this will no longer be required, as attendance reports will be developed from the data warehouse via tableau.</p> <p>Consequence if not done: this is no longer required this is no longer required</p>	<p>Not to be scheduled until more is known on reporting tool</p>

	<p>Student information system (SITS) - including e:vision</p>	<p>Attendance Monitoring - Change to Allow for MED cPanel system replacement</p>	<p>This is an important development to ensure that MED's attendance monitoring and reporting needs are met. They are currently using an offline system which is not sustainable. This development is dependent on the placements development, as MED will need to monitor clinical and non-clinical attendance. They will also want automatic emails (see 92). MH: This would save ATS staff approx. hour a week chasing attendance related issues (c2928 hrs per year of nursing academic's time). Mandatory training sessions require additional administration to ensure compliance with PSRB requirements so proportion of teaching time (15 minutes in each taught hour) is wasted managing multiple sign off lists circulated in co-taught groups of c300 students. This is an important development to ensure that MED's attendance monitoring and reporting needs are met. They are currently using an offline system which is not sustainable. This development is dependent on the placements development, as MED will need to monitor clinical and non-clinical attendance. They will also want automatic emails (see 92). MH: This would save ATS staff approx. hour a</p>	
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			<p>week chasing attendance related issues (c2928 hrs per year of nursing academic's time). Mandatory training sessions require additional administration to ensure compliance with PSRB requirements so proportion of teaching time (15 minutes in each taught hour) is wasted managing multiple sign off lists circulated in co-taught groups of c300 students.</p> <p>Consequence if not done: the offline system has been built outside ISD, and there isn't the expertise to maintain/develop it. All student records should be within SITS wherever possible. Without this there is a danger that systems are out of sync, information is inaccurate and the full benefits of having all the info in one place are not realised. MH: Currently attendance at co-taught lectures on nursing programmes including mandatory training isn't recorded as swipe card access doesn't allow us to capture attendance at lectures. Inconsistencies in manual recording can result in poor feedback from students. Mandatory training requirements cannot be proven in all cases. The current system is therefore not robust enough to ensure</p>	
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			<p>compliance with PSRB requirements the offline system has been built outside ISD, and there isn't the expertise to maintain/develop it. All student records should be within SITS wherever possible. Without this there is a danger that systems are out of sync, information is inaccurate and the full benefits of having all the info in one place are not realised. MH: Currently attendance at co-taught lectures on nursing programmes including mandatory training isn't recorded as swipe card access doesn't allow us to capture attendance at lectures. Inconsistencies in manual recording can result in poor feedback from students. Mandatory training requirements cannot be proven in all cases. The current system is therefore not robust enough to ensure compliance with PSRB requirements</p>	
	Student information system (SITS) - including e:vision	Attendance Monitoring on PGR PPD		This may no longer be needed if the supervisory meetings work meets some of the Tier 4 monitoring objectives that this was intended to meet.
	Student information system (SITS) - including e:vision	Authentication for non-UEA users		
	Student information system (SITS) - including e:vision	Automate ATR Process		

	Student information system (SITS) - including e:vision	Automation Changes - Review & Further Amends		Review after May-2014
	Student information system (SITS) - including e:vision	Automation Changes - Suspension Work	<p>This will be helpful for LTS to manage different types of suspension in a more efficient way. ISD currently have to manually change students' access when they are suspended, differently depending on suspension type. Automation would negate the need for manual intervention. This will be helpful for LTS to manage different types of suspension in a more efficient way. ISD currently have to manually change students' access when they are suspended, differently depending on suspension type. Automation would negate the need for manual intervention</p> <p>Consequence if not done: would help ISD efficiency, and speed up the process. Would help ISD efficiency, and speed up the process.</p>	
	Student information system (SITS) - including e:vision	BC/DR - SAS Team Testing		Removed from sprint to allow for ARM changes as agreed
	Student information system (SITS) - including e:vision	BC/DR - Service Area Plans		Removed from sprint to allow for ARM changes as agreed

	Student information system (SITS) - including e:vision	Course Approval Re-design	<p>This would allow for online task/processing at each stage of the approval process. However, the approval process is due to be reviewed, and until we have the manual process sorted out there is no hurry to automate this. MH: agreed -shelve. This would allow for online task/processing at each stage of the approval process. However, the approval process is due to be reviewed, and until we have the manual process sorted out there is no hurry to automate this. MH: agreed -shelve.</p> <p>Consequence if not done: we would carry on as now. We would carry on as now.</p>	
	Student information system (SITS) - including e:vision	Create full testing plan	To include fully detailed testing scripts for all areas of functionality	Possibly for an intern
	Student information system (SITS) - including e:vision	CSP Screen in e:Vision	"this would enable student progress decisions to be entered via Evision rather than SITS client, possibly reducing the number of errors, increasing efficiencies and ease of use. This would enable student progress decisions to be entered via Evision rather than SITS client, possibly reducing the number of errors, increasing efficiencies and ease of use.	Out of the box functionality from Tribal

			Consequence if not done: we would carry on as now. We would carry on as now."	
	Student information system (SITS) - including e:vision	e:Vision Developments - Academic Working Group		
	Student information system (SITS) - including e:vision	e:Vision Developments - LTS Reports	<p>Would allow LTS and PLN users to retrieve subsets of students before returning a list of marks and assessment items by module. Also, a report for students' debtor status would allow LTS and PLN users to retrieve subsets of students before returning a list of marks and assessment items by module. Also, a report for students' debtor status</p> <p>Consequence if not done: we have managed without this, and perhaps this could be looked at as tableau report rather than an Evision report, if that would be less resourceful to develop? We have managed without this, and perhaps this could be looked at as tableau report rather than an Evision report, if that would be less resourceful to develop?</p>	
	Student information system (SITS) - including e:vision	e:Vision Developments - Extra PGT Access	This is now live, and allows PGT students who have left to have access to their marks after their exam boards, via net community. Further work is needed on reviewing the	

			<p>development. This is now live, and allows PGT students who have left to have access to their marks after their exam boards, via net community. Further work is needed on reviewing the development.</p> <p>Consequence if not done: this is live</p>	
	<p>Student information system (SITS) - including e:vision</p>	<p>e:Vision Developments - Course Director Improvements</p>	<p>This would enable course directors to be linked to instances of courses, so when there are changes to course directors, both the old course director and the new one are recorded on the system. Evision functionality to process this would be helpful. In addition, there is a need to record joint course directors for courses, and display these on Course Profiles this would enable course directors to be linked to instances of courses, so when there are changes to course directors, both the old course director and the new one are recorded on the system. Evision functionality to process this would be helpful. In addition, there is a need to record joint course directors for courses, and display these on Course Profiles</p> <p>Consequence if not done: we would carry on as now. There would be no record of historic course directors on</p>	

			<p>the system, and future ones would not have access until they became 'current'. We would carry on as now. There would be no record of historic course directors on the system, and future ones would not have access until they became 'current'.</p>	
	<p>Student information system (SITS) - including e:vision</p>	<p>e:Vision Developments - Joint Mailing Lists</p>	<p>Creation of a data structure to store registered School, and joint School for joint course students. This would enable the students to receive communications from both Schools and would enhance their experience as joint honours students. Creation of a data structure to store registered School, and joint School for joint course students. This would enable the students to receive communications from both Schools and would enhance their experience as joint honours students.</p> <p>Consequence if not done: dissatisfaction from students studying joint courses delivered by more than one School, although more could be done to overcome this with manual fixes and communications between the two Schools. Dissatisfaction from students studying joint courses delivered by more than one School, although more could be done to</p>	

			overcome this with manual fixes and communications between the two Schools.	
	Student information system (SITS) - including e:vision	e:Vision Developments - PGR/PGT primary supervisors	Amendment to the logic which ensures that PGT and PGR students get the same display re their adviser information as UG students do. Probably more significant for PGR students than PGT students. Amendment to the logic which ensures that PGT and PGR students get the same display re their adviser information as UG students do. Probably more significant for PGR students than PGT students. Consequence if not done:	
	Student information system (SITS) - including e:vision	e:Vision Developments - Adaptive and Responsive Enhancements		
	Research Administration Systems	Data warehouse and Report Development	Improved availability of management information for academic management decisions across all UEA Schools (e.g. investing in certain research areas or individuals where evidence of success in generating research income). Also, MI provided would be more automated rather than current manual manipulation of datasets from different UEA systems. Estimated savings of ~100 hours REN time pa plus 100 hours pa across FIN and BIU in	Develop and provide institutional and Statutory Reports on Research

			<p>providing datasets. It's likely that this time will be redirected into developing and then improving template reports in data warehouse.</p> <p>Consequence if not done: Unable to meet current demand in providing relevant and timely management information to inform academic decision making.</p>	
	Student information system (SITS) - including e:vision	Finance e:Vision Amendments - Re-design		
	Research Administration Systems	Impacts, Engagements and Activities	<p>Capture of impact essential for next REF</p> <p>Capture of engagement activities allows these to be transparent to individual and their academic managers via PURE and to external searchers via the PURE portal. It also delivers business benefit in using the same system for a range of activities and not just research as it reduces perception of different system priorities for different academic activities and roles (ATR/ATS, research/impact/engagement)</p> <p>Consequence if not done: There would be no one place where all activity relating to one individual is easily accessible or available for reporting</p>	Implement impacts, engagements, facilities and activities modules

			(via Data warehouse and/or PURE) or for feeding through to individual or school webpages or for external searching via the portal.	
	Research Administration Systems	Research Planning System	<p>Would provide consistency to annual process of providing data and reviewing research activity and plans for the future. If deposit of research plan possible in PURE, provides an institutional repository of agreed research plans.</p> <p>Consequence if not done: Would continue as current system, i.e. provision of data by REN and PGR with word documents to capture text. No consistent process or institutional record across UEA.</p>	Develop Pure so that it can support the Research Planning Process - As RPLAN used to do
	Student information system (SITS) - including e:vision	Finance Process Changes - Ad Hoc Payments		
	Research Administration Systems	ARCP Workflows	<p>Removes need for REN staff to send emails within process of authorising applications and awards. Approx. 450 hours pa REN staff saved. PIs and Heads of School would need to approve within workflow so much the same time as approving email.</p> <p>Would also open up more possibilities to redesign process to make it more efficient and to apply to all projects (not just research).</p>	Develop ARCP Workflows

			Consequence if not done: Would continue with process of emailing PIs and Heads of School.	
	Research Administration Systems	Update ARCP to Pure data feeds	<p>Allows externally funded project data to be transparent to individuals and their academic managers via PURE and to external searchers via the PURE portal.</p> <p>Consequence if not done: There would be no one place where all activity relating to one individual is easily accessible or available for reporting (via Data warehouse and/or PURE) or for feeding through to individual or school webpages or for external searching via the portal.</p>	New version of Pure uses a unified person and project data model. New data feeds will need to be developed
	Student information system (SITS) - including e:vision	Finance Process Changes - PGT reschedule debts		
	Research Administration Systems	Datasets Storage		Scripting Project setup (Storage) via FIM
	Student information system (SITS) - including e:vision	Finance Process Changes - Accommodation		
	Student information system (SITS) - including e:vision	Finance Process Changes - Daisy Printing change		Email from SIS Project 19/02/14 in Scope folder

	Student information system (SITS) - including e:vision	Fund Manager - Review		
	Student information system (SITS) - including e:vision	Hobsons Interface - Summer School Deposits		
	Student information system (SITS) - including e:vision	Hobsons Interface - Agent Information - Phase 2		
	Student information system (SITS) - including e:vision	Improvements to DBS & OH Process	<p>Ability to store the dates of the most recent OH and/or DBS clearances, plus notes field, and being able to report on this. MH: major improvement for schools using placement. 30+ nurses missed first placement this year due to checks not completed and swift review of information. Affects HSC and EDU considerably. Ability to store the dates of the most recent OH and/or DBS clearances, plus notes field, and being able to report on this. MH: major improvement for schools using placement. 30+ nurses missed first placement this year due to checks not completed and swift review of information. Affects HSC and EDU considerably.</p> <p>Consequence if not done: reduced efficiency and access to students' records. MH: Less efficient processes will potentially result in delays to DBS</p>	

			and OH processing, which could impact on student progression to placements or delay a decision to withdraw a student from the course due to issues with DBS or OH. Reduced efficiency and access to students' records. MH: Less efficient processes will potentially result in delays to DBS and OH processing, which could impact on student progression to placements or delay a decision to withdraw a student from the course due to issues with DBS or OH.	
	Student information system (SITS) - including e:vision	Key Information Set - Enhancements		
	Student information system (SITS) - including e:vision	Marks Processing in e:Vision	LTS staff would process marks in Evision rather than SITS, with added security, easier process and therefore less mistakes. LTS staff would process marks in Evision rather than SITS, with added security, easier process and therefore less mistakes. Consequence if not done: we would carry on as now. we would carry on as now.	
	Student information system (SITS) - including e:vision	Medical School - Learning Outcomes to timetables		MH: student performance to improve; improved career trajectory so employability increases; easy to report to GMC so save admin time; saves academic as data can be found, currently all available routinely in

				<p>other schools. Difficult to give financial value as it relates to GMC criteria, student expectations and reduction of remedial effort around disagreements.MH: student performance to improve; improved career trajectory so employability increases; easy to report to GMC so save admin time; saves academic as data can be found, currently all available routinely in other schools. Difficult to give financial value as it relates to GMC criteria, student expectations and reduction of remedial effort around disagreements.</p> <p>Consequence if not done: Use of existing NNUH-written Access database mapping hundreds (thousands?) of learning outcomes. Inefficient and difficult to maintain but probably only directly relevant to MED unless there is a move to link outcomes to feedback more explicitly across the organisation. Use of existing NNUH-written Access database mapping hundreds (thousands?) of learning outcomes. Inefficient and difficult to maintain but probably only directly relevant to MED unless there is a move to link outcomes to feedback more explicitly across the organisation.</p>
	Student information system (SITS) - including e:vision	Medical School - Assessment record changes	student marks to be held on SITS rather than remotely, to increase security, efficiency and access to information. Unlikely to realise any efficiency savings within LTS, it is just	

			<p>moving where the information is held. student marks to be held on SITS rather than remotely, to increase security, efficiency and access to information. Unlikely to realise any efficiency savings within LTS, it is just moving where the information is held.</p> <p>Consequence if not done: continue to work on spreadsheets which, although recently improved, has inherent security risks and admin resource requirements. continue to work on spreadsheets which, although recently improved, has inherent security risks and admin resource requirements.</p>	
	<p>Student information system (SITS) - including e:vision</p>	<p>Medical School - Electronic Student File</p>	<p>this links to '120' e document management, with the same benefits. MH : EDU also requires an electronic student file for the PGCE programmes. This is logged with SAS team / Ben. The PGCE file contains a number of different components provided by different PGCE tutors, the students and teachers in schools supporting the training. At present the files are held by the student, with different elements manually entered, the files (160 for PY) are collected by the Hub and provided to tutors for review. There are risks that serious progress issues are not picked up promptly</p>	<p>This has been partially scoped but needs more work.</p>

			<p>enough. References are not provided in a timely or efficient manner. this links to '120' e document management, with the same benefits. MH: EDU also requires an electronic student file for the PGCE programmes. This is logged with SAS team / Ben. The PGCE file contains a number of different components provided by different PGCE tutors, the students and teachers in schools supporting the training. At present the files are held by the student, with different elements manually entered, the files (160 for PY) are collected by the Hub and provided to tutors for review. There are risks that serious progress issues are not picked up promptly enough. References are not provided in a timely or efficient manner.</p> <p>Consequence if not done: MH : We would continue to commit substantial staff time (LTS and academic) in collating, collecting and circulating hard copies. We would continue to risk not picking up serious progress issues at an appropriate point. Primary schools already have equivalent systems and therefore EDU appears less efficient. MED significantly behind competitors also.MH : We would</p>	
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			<p>continue to commit substantial staff time (LTS and academic) in collating, collecting and circulating hard copies. We would continue to risk not picking up serious progress issues at an appropriate point. Primary schools already have equivalent systems and therefore EDU appears less efficient. MED significantly behind competitors also.</p>	
	<p>Student information system (SITS) - including e:vision</p>	<p>Module Outlines</p>	<p>would stop duplication currently in place with some info in SITS and some on Module Outline, which is stand alone and as a result there are sometimes version errors. Would reduce admin time for LTS and academic staff as there could be direct checking/editing of what is in SITS. difficult to quantify. would stop duplication currently in place with some info in SITS and some on Module Outline, which is stand alone and as a result there are sometimes version errors. Would reduce admin time for LTS and academic staff as there could be direct checking/editing of what is in SITS. difficult to quantify.</p> <p>Consequence if not done: will not realise efficiency gains and will continue to be prone to errors due to lack of version control. will not realise</p>	<p>Needs scoping and splitting into sub-items for module update in e:Vision as well</p>

			efficiency gains and will continue to be prone to errors due to lack of version control.	
	Student information system (SITS) - including e:vision	MU1 & CU1 Templates		Removed as duplicate of 2.65
	Student information system (SITS) - including e:vision	Online Marks Changes	<p>will improve the way marks are displayed, bringing provisional and confirmed marks into one view. Will improve student experience and academics/administrators' use of system will improve the way marks are displayed, bringing provisional and confirmed marks into one view. Will improve student experience and academics/administrators' use of system</p> <p>Consequence if not done: continued frustration at the way marks are currently displayed. Will continue to have queries which have to be dealt with because it is not straightforward to view marks. continued frustration at the way marks are currently displayed. Will continue to have queries which have to be dealt with because it is not straightforward to view marks.</p>	
	Student information system (SITS) - including e:vision	Online Module Enrolment - General	will provide a student-friendly search functionality. will provide a student-friendly search functionality.	

			Consequence if not done: there would be no improvement to current process there would be no improvement to current process	
	Student information system (SITS) - including e:vision	Online Module Enrolment - Reserve Choices	will improve students' use of online module enrolment functionality where there are oversubscribed modules and they have to make a reserve choice (mainly HUM)will improve students' use of online module enrolment functionality where there are oversubscribed modules and they have to make a reserve choice (mainly HUM) Consequence if not done: continue to do this on paper - missing out on efficiency gains.	
	Student information system (SITS) - including e:vision	Online Module Evaluation - Improvements to Taught Processes	Would improve information available to students e.g. to inform their module enrolment choices. consequence if not done:	On LTS Pow for 2014/5, led by BF. Want single module page with assessment pattern, evaluation results (anon) and mark stats
	Student information system (SITS) - including e:vision	Online Module Evaluation - PGR PPD Implementation		
	Student information system (SITS) - including e:vision	Online Module Evaluation - Allow for publishing of missed day		
	Student information system (SITS) - including e:vision	Paperless Admissions - Confirmation		

	Student information system (SITS) - including e:vision	Paperless Admissions - Clearing		
		Paperless Admission - Predicted Grade string		
		Paperless Admissions - Complexity Indicator Flag		
	Student information system (SITS) - including e:vision	PGR Automated Processes		
	Student information system (SITS) - including e:vision	PGR Meetings - Initial Meetings		
	Student information system (SITS) - including e:vision	PGR Meetings - Probation Process and meetings		This needs to be tested, live and embedded in normal BAU by the deadline, at which point it will be audited.
	Student information system (SITS) - including e:vision	PGR Pass Lists		
	Student information system (SITS) - including e:vision	PGR Transcript		This may be able to use the HEAR functionality of the timings fit.
	Student information system (SITS) - including e:vision	Re-calculation of Congregation Debts		
	Virtual Learning Environment & Portal (Blackboard)	Rogo Implementation - Wider roll out of exam paper creation	This may have a saving for LTS but it is not fully scoped. MH: greater security and ease of mgmt. generally. This may have a saving for LTS but it is not fully	

			<p>scoped.</p> <p>Consequence if not done: Electronic folder solution or the traditional, insecure localised paper systems. Need to fully establish future of Rogo however - still unclear</p>	
	Student information system (SITS) - including e:vision	SAS Team improvements - SAN and SVN		
	Student information system (SITS) - including e:vision	SAS Team improvements - Scripts		
	Student information system (SITS) - including e:vision	SAS Team Interfaces - Blackboard Marks & Modules		
	Student information system (SITS) - including e:vision	SAS Team Interfaces - Rogo Learning Outcomes Feed	<p>MH: save academic time (especially clinicians) preparing papers – 50 hours per paper. 8 papers per year so 400 hours clin acad time saved at a rate of £50ph? 10 hours per paper saved for admin so 2 weeks admin time. MH: save academic time (especially clinicians) preparing papers – 50 hours per paper. 8 papers per year so 400 hours clin acad time saved at a rate of £50ph? 10 hours per paper saved for admin so 2 weeks admin time.</p> <p>Consequence if not done: Continued inefficiency. Continued inefficiency.</p>	Possibly not required due to BB developments

	Student information system (SITS) - including e:vision	SAS Team Interfaces - SU HEAR feed		
	Student information system (SITS) - including e:vision	Student Award Predictor	<p>Would enable students to know what they needed to achieve, for example, good honours. This may be superseded by learning analytics? Would enable students to know what they needed to achieve, for example, good honours. This may be superseded by learning analytics?</p> <p>Consequence if not done: no change to current practice of students working out manually what degree classification they are likely to get. no change to current practice of students working out manually what degree classification they are likely to get.</p>	To be scoped with CS
	Student information system (SITS) - including e:vision	Student Financial Communication - General		
	Student information system (SITS) - including e:vision	Timetabling - Cohort Management	<p>Rachel, could you add something in here? Currently, LTS and the Planning Office work together to ensure that all students (including MED and PGCE students) have individual timetables. This process is completed using ERS tables. This does work. However, it is very complicated and at a great cost in terms of time and resource and the work falls at a very busy time of year</p>	

			<p>for LTS. A new approach to cohort management could save several weeks of staff time across LTS / Planning Office.</p> <p>Consequence if not done: The status quo would continue. MED students usually receive their individual timetables late (by week 2) which is not in line with other students and makes for an unsatisfactory student experience.</p>	
	Student information system (SITS) - including e:vision	Timetabling - Timetable Views	<p>Bug fix - recent upgrade changed the default view. Need to change it to enable printing, and would like to display large timetables (like MED) and by semester. Bug fix - recent upgrade changed the default view. Need to change it to enable printing, and would like to display large timetables (like MED) and by semester. This may be fixed now.</p> <p>Consequence if not done: work around</p>	
	Student information system (SITS) - including e:vision	Timetabling - Ad Hoc Room Bookings	<p>Rachel, could you add something in here?</p> <p>Consequence if not done:</p>	
	Student information system (SITS) - including e:vision	UCAS Link		Expected to be less resource required from SAS. Likely Oct/Nov 14 by Ops team

	Student information system (SITS) - including e:vision	Workload modelling	<p>MH: if this is central data feeding workloads then the outcome of the current Deloitte audit should probably be reviewed to give a fuller answer to this question. It could be the single largest improvement in staff efficiency on the spreadsheet so very much worth maintaining as a priority but needs detailed scoping. MH: if this is central data feeding workloads then the outcome of the current Deloitte audit should probably be reviewed to give a fuller answer to this question. It could be the single largest improvement in staff efficiency on the spreadsheet so very much worth maintaining as a priority but needs detailed scoping.</p> <p>Consequence if not done: The great variety of workload management approaches will continue.</p>	
	Student information system (SITS) - including e:vision	SAML investigation - note for scheduling phase 5	<p>This will enable External Examiners, and Placement Providers, and other role holders external to UEA to have access to internal systems. It will help with exchange of information for exams, placements etc. without doing this, there is a significant on cost of postage, delay in exchange of info etc. this will enable External Examiners, and Placement Providers, and other</p>	

			<p>role holders external to UEA to have access to internal systems. It will help with exchange of information for exams, placements etc. without doing this, there is a significant on cost of postage, delay in exchange of info etc.</p> <p>Consequence if not done: efficiency gains will not be realised. MH: Without this development we will continue to have clunky, inefficient and insecure processes for sharing information with external examiners and with school-based staff delivering the PGCE programme. There are hundreds of school mentors etc. involved in training and it is impracticable to provide so many user accounts. The costs of copying and sending / sharing information in staff time and materials is significant. We also look inefficient, particularly when schools have systems that allow for this. Efficiency gains will not be realised. MH: Without this development we will continue to have clunky, inefficient and insecure processes for sharing information with external examiners and with school-based staff delivering the PGCE programme. There are hundreds of school mentors etc. involved in training and it is impracticable to</p>	
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			provide so many user accounts. The costs of copying and sending / sharing information in staff time and materials is significant. We also look inefficient, particularly when schools have systems that allow for this.	
	Web content management (Polopoly/Portal)	Code quality plugins	Setup CI plugins to automate quality of code, including security, common bugs. Improves build quality	
	Web site Hosting	Workup approach and policy for long-term provisioning and archiving websites		Funders are asking for websites to be kept for 10+ years
	Identity Management	UEA Federation	Enables authentication of Liferay microsite editors in a managed fashion	
	Identity Management	Additional Service Providers		
	Identity Management	Aleph data retention	Agree and implement data retention policy in Aleph. DPA requirement	
	Web content management (Polopoly/Portal)	Reducing Liferay customisations		
	Web content management (Polopoly/Portal)	Work with Liferay to accept UEA enhancements into core,		
	Web content management (Polopoly/Portal)	Migrate Liferay microsite using non-standard template to standard template	Move 50 sites created prior to microsite theme to microsite theme, or other standard themes. Dependent on DMT content editing	RED: No resource in DMT to progress this

	Web content management (Polopoly/Portal)	Investigate use of content delivery network (CDN)	Would increase resilience and page load speed, and page ranking in international markets	
		Improve Blog functionality		
		Upgrade to Liferay 7 (anticipated Q3/4 2015)		
	Building Management	Move and Update Trend 963 Server to machine room	Essential for server support (SQL 2012 and security) Consequence if not done: Business risk of building management system (BMS) running on standalone unsupported PC.	Essential for server support (SQL 2012 and security)
	Building Management	Investigate BI requirements for Building monitoring	To meet ESOS and HMR legislation enabling UEA wide billing of utility consumption. Will save 1/4 FTE time to be redeployed on other value adding activities. Improve turnaround of monthly utility data and provide better management information to drive future utility savings Consequence if not done: Continued manual operation of utility data via spreadsheet. Longer turnaround for monthly data collection and review, lack of automated issue flagging which could lead to increased cost.	

		Enhancements to Portal		
	Building Management	Upgrade Server and Software for Incident management system IRIS		This is causing Multiple errors
	Building Management	Handover of server management and upgrade for of CCTV from ITCS to Estates		
	Web content management (Polopoly/Portal)	Enable SiteImprove to link directly to edit view of pages		dependent on moving to editing through front-end addresses
		Remove Liferay 'LRed' editor, sites edited through their own url		
		Acces to UEA systems to externals without visitor accounts		