ISC15D020

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Issue

This paper provides a first quarter update of the projects being run by ISD for 2015/16.

Recommendation

Recipients are invited to note the contents.

Resource Implications

With exceptions that are noted in the paper the proposed programme can be delivered within allocated ISD budgets.

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.

Timing of decisions

Work in a number of areas has already commenced. This report provides a first quarter update of ISD POW progress.

Further Information

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Background

On an annual basis, ISD prepares a programme of development including project 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 progress ISD Projects during academic year 2015/16.

Projects 2015/16

ID	Unit	Description and objectives	Priority	RAG Status
1	ISD	**IT Security**: *See the separate report offered under agenda item A5.*		
2	LIB	**Reading Online (Talis):** Following a concerted publicity and communications drive to academic staff, the project has added another 120 lists to the system for Semester 2. We are projected to offer 1,000 chapter scans by February 2016 with academic staff using the system to request scans. LTC have approved a recommendation for the mandatory submission of all Reading Lists. A comms plan and revised approach to training will be in place for the run up to the 2016/17 academic year. We will also look to alter the web interface slightly to match branding changes on Blackboard and the Portal. Project deadlines have been expanded to take into consideration academic staff availability and constraints over the summer period.	Must Have	Green
3	LIB	**Literary Archive Project:** The Project Board approved the Literary Archive Project Plan in September 2015. The BACW Governance Group meets on 25 January to discuss the Collection Development Strategy following consultation with Faculty of Humanities colleagues. The Group has extended its Membership to reflect the priority collection areas and to ensure the Archive develops in line with	Should Have	Green

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		objectives in teaching and research. A final decision will be taken at that meeting on the pilot digitisation of UEA Literary Festival recordings. A key objective in the next period will be development and approval of a Sustainability Plan for the archive beyond its initial project period. A Plan will be presented to a forthcoming Project Board to be scheduled for February/March. The Archive will co-facilitate 5 new teaching seminars for AMA and LDC modules in the Spring Semester 2016 drawing on the literary archive collections. New archive acquisitions include the prize winning author and literary critic, Amit Chaudhuri, and the writer and environmental activist, Mark Cocker. Partnerships: Meetings with Bloomsbury Academic, the British Library and EAFA will take place during February to discuss potential initiatives.		
4	LIB	**Print journal and book withdrawals:** Project proposal was confirmed by ISDMT in December. Project initiation is booked for 01/02/2016.	Must Have	Green
5	LIB	**Process removal, simplification (Collection Development part 2):** Project Initiation is scheduled for end of January 2016. Ahead of then, potential time savings have been quantified aiming to free up staff time for other tasks -specifically withdrawing library stock, supporting a revised inter-lending service and reading list and scanned chapter management.	Must Have	Green
6	LIB	**Scope Library online induction programme:** Scoping for the project proposal has commenced. Project proposal submission planned for February.	Should Have	Green

ID	Unit	Description and objectives	Priority	RAG Status
7	FITS	**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 (ITSM) tool. 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. Stage one / year one project plan implementation to include: Problem Management, Request Management, Incident Management and Change Management including the redesign and rollout of a customer focused Service Catalogue with full service descriptions. ITSM Business Requirements plan approved Jan 2016, build V0.1 in progress including a new call logging customer portal. Phase one 'live data' testing scheduled to commence March 2016.	Must Have	Green
8	FITS	**Faculty housekeeping:** A new project manager was allocated to this project in Oct 2015. A Project Proposal has produced and agreed by ISDMT. Work is progressing on scoping the project in detail and compiling a project plan. Project Initiation took place on 15/01/2016. Followed by creation of Project Board and initial Project Team. This project will compose of two main strands: • **Stand 1** Comprises a review of systems and servers on the managed network within schools and departments remaining outside centrally managed services. The aim of the project is to ensure	Should Have	Green

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		these servers are fully supported and managed within the controlled environment of the ISD Managed Service. • **Stand 2** Will carry out a full review of the networked desktop environment to ensure it is secured and managed in line with the recommendations from the IT Security Project.		
9	FITS	**Start of year:** This mini project co-ordinated the start of year activities in the summer and Jan periods. This ensured seamless account creation and campus card production.	Must Have	Completed
10	CIS	**Identity management replacement (SPOT)**: Continuation of the implementation of a replacement Identity Management Solution (replacing SPOT). • **Phase 1:** Proof of concept now 90% completed. • **Phase 2:** Preparation for running in parallel (phase 2), i.e. feeding data into SPOT and Microsoft Identity Manager (MIM) nearing completion. System ready to start parallel running end of March 2016.	Should Have	Green
11	CIS	**Online Marking (Assessment & Feedback):** The aim of this project is to deliver an integrated end to end online assessment management and grades management process that minimises the number of different systems and manual interventions required in online submission, marking and feedback. Semester One (2015/2016) pilot consisted of 32 module assessments being delivered using an 'assisted' non-automated process for the setting of submission points and transfer of grades on a daily basis. The continuation of an assisted Semester Two pilot commenced 4 January 2016. The current	Must Have	Green

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		larger pilot consists of 83 module assessments split across the four faculties.

An 'assisted' solution is unsustainable and un-scalable. To move from an assisted to automated solution required the purchase of Blackboard consultancy and development. Consultancy commenced in August 2015 with budgets and contracts for two areas of development being agreed on 6 January 2015.

Blackboard Enhanced Grades Journey & DateStamp Transfer
- Automated data feed to create Blackboard Grade Centre columns and submission points for summative assessment
- Academic approval workflow within Blackboard Grade Centre to authorize transfer of marks from Blackboard Grade Centre to SITS
- Extraction of Blackboard Grade Centre data for transfer from SITS-created columns into SITS assessment profiles based on approval workflow
- Customised extraction of date stamp information from BB to SITS to manage lates and extensions

Blackboard Enhanced Receipting
- Providing detailed receipt to student – stored inside Blackboard system and sent to student by email

Three Project Phases
- Current (Non-Scalable) **Oct 2015 – April 2016**
- Future (Semi-Scalable) **April 2016 – Jan 2017**
- Future (Fully-Scalable) **Jan 2017** | | |
| 12 | CIS | **Online payments (WPM):** | Must Have | Amber |

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		This project is set at amber due to the lack of a store manager who will have day to day responsibility for managing the online store. • All the Online Store modules have now been signed off. Sales of products, conferences and short courses are underway. • Online Store use cannot be publicised/extended without an Online Store Manager in post (amber status). Jonathan Colam-French is in discussions with a view to resolving. He will raise it at the next Registrar's group meeting if necessary. • SITS payment pathway is signed off. Recurring Card Payments functionality implementation targeted for March/April sprint. • Open and Invoice pathways (also via SITS) being installed as part of current sprint, to be signed off by end of March. • Papercut pathway currently awaiting second round of UAT from WPM. • Kinetics BVL pathway: Module installed at Kinetics end. Work to implement WPM module and test starting on 21st January. • Library pathway implementation postponed. New start date yet to be agreed.		Amber
13	CIS	**Enterprise wide reporting:** Technically in place and functional. Issues remain around remote and/or wireless access - reports not yet available on iPad or other remote devices, as originally specified, either on or off campus. This results from issues with SAML authentication and is the subject of ongoing investigation with the supplier, Info Lab. Now migrating reports from legacy system (Discoverer). As of 15/01/2016 this is ahead of schedule. This migration process is due to be complete by 31st July 2016.	Must Have	Green
14	CIS	**ARCP:**	Must Have	Amber

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		The project is amber due to the continued slippage from go-live date. Although the feed did go live in Dec 2015, there were some issues that prevented the feed running automatically every night until Jan 2016. It will be kept amber until end of January to allow the data feed performance to be monitored and reviewed. In the last three months work has taken place to identify and resolve the issues that were being experienced after the initial implementation of ARCP with ABW. Due to the dependencies and interfaces between the work required for this project and the PURE project a new single plan is being developed for both projects - Testing of the feed from ARCP to PURE was completed with successful results at the end of November 2015. The feed was made live on 9th December and it has been running daily since then. - An end-of-project report is being compiled together with a list of follow-up actions and a final Board meeting will be called in February. - A draft ABW upgrade plan has been sent by RED to Finance for their comment in terms of activities and timescales. This has been done as RED have a stake in the upgrade due to ARCP. Initial engagement with CIS has identified that ABW needs to be upgraded as soon as possible in order to remain within Unit4 support. Therefore the plan is to be reviewed by Thompson Zulu who will then draw up a plan with Finance and RED as the timeline will be determined by the support agreement.		
15	CIS	**PURE:**	Should Have	Green

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		The Pure Portal project had been paused while outstanding work on connecting ARCP to Pure was completed. All preliminary work is complete and work will re-commence following an upgrade to Pure at the end of September. 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. It is anticipated the new people pages will be launched in early 2016 awaiting confirmation from RED. 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.		
16	ICT	**Office 365:** **Project Stage 3 Completed:** • Full UEA mailbox migration (30,000 accounts) • Introduce new anti-spam software (Exchange Online Protection) • Remove existing anti-spam software (CanIT) • Migrate Public Folders • Remove Mailbox Servers • Uninstall Exchange • Remove Back-up facilities • Register all Virtual Domains • Review Shared Mailbox Policy **Project Stage 4 Outstanding:** **Setup Test System:** Microsoft Active Directory and License Provisioning **SMTP Relay:** Reconfiguration of all machines (750+) currently using open SMTP relay, replace with MS authenticated service	Should Have	Green

ID	Unit	Description and objectives	Priority	RAG Status
		Message Encryption: Apply new 'Education Plan' features as and when released by Microsoft including encryption. **Full Decommission:** Scheduled completion 29 Feb 2016.		