

ISC15D021

Title: *ISD Programme of Work 2015/16*
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Issue

The paper outlines progress on the programme of development activity undertaken by ISD during the academic year 2015/16.

Recommendation

The recipients are asked to note the report.

Resource Implications

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

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

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 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. The attached report covers activity in CIS, FITS, ICT, LIB and SPC.

Discussion

This paper provides a summary of the progress in the programme of work for ISD during academic year 2015/16. The programme of work is comprised of a number departmental level developments. A separate report covering the ISD Project activity is also provided.

ICT Systems

The majority of the work undertaken by the infrastructure teams on an on-going basis is to ensure the reliability, resilience, security and service continuity of the University's IT infrastructure.

Additionally a significant amount of resource is being targeted at the security project, which is the highest priority project. Specific additional tasks being undertaken this year include:

- Network infrastructure installations for new and refurbished university buildings
- Rolling replacement of end of life servers (virtualising servers where possible), network switches and storage network/systems
- Desktop software application packaging, deployment and software catalogue updates as requested
- Implementing the outcome of the tender for telephone exchanges and bearers
- Continuation of the HPC and Linux training programmes with CSED and SCI PGR PPD
- Supporting research groups with the replacement of end of life servers
- Network boundary and core router replacements
- Staff remote application service development
- Ongoing review and improvements to the WiFi network
- Providing access to the Internal network by domain connected WiFi devices
- Review and implement revised filestore quotas
- Review and implement revised Data Centre security and environment monitoring

Status: The majority of work is progressing as planned however staff vacancies within the Data Centre team and staff changes within the Network team are causing some delays.

Key POW items

- **Major HPC refresh**
Status: The contract was awarded to OCF and the first phase of equipment purchase has been completed and is providing live service. Discussions have been initiated for the second phase of equipment which is expected to be live by August.
- **Replacing of the end-of-life VPN solution** used by staff and students for remote access to University IT systems
Status: The replacement system has been procured and is currently being tested by a pilot set of users. The new service is on track for being live by April.
- **Office 2016 upgrade**
Status: Problems have been found with 3rd party tools that use Office and more time is required for testing. Delivery date has been moved to April.
Windows 10 upgrade
- **Status:** Work has started on early testing. Once complete dates for the upgrade will be proposed.
- **Implement externally hosted authentication** to allow clients to continue to authenticate in the unlikely event of lack of service on campus
Status: Not started and not currently funded
- **Further Mac support and backup infrastructure**
Status: Not started although backup hardware has been purchased

Faculty IT Support

Over the last three months, the Faculty IT Support teams have completed or been working on the following items of work:

Audio Visual tender: ISD is preparing to tender for an Audi Visual contract that will include design, supply, installation and service elements. The Invitation To Tender (ITT) will be published in February 2016 and a contract is expected to be in place after Easter.

PC and Laptop procurement: Since the start of the new PC and laptop contract over 550 devices have been bought and installed. Work continues to refine the order and installation process. IT Support Managers are working with faculties and departments to plan the remaining expenditure for the financial year so that it is spread evenly.

IT Self-service: The IT Service Desk have created IT 'getting started' guides for students and staff that will be printed and available online. These show what services can be accessed, provide basic help and signpost to other online material

IT Service Desk refurbishment: We want to resolve more incidents and requests at the IT Service Desk without passing these to other teams. To help achieve this the size of the IT Service Desk team is growing. Refurbishment of space in the Library has created additional space for IT Service Desk staff and a consultation area.

CETL: The Centre for Technology Enhanced Learning is now open and is proving to be a valuable resource for hosting training and drop-in sessions. The number of attendees to sessions was greater in the first month of opening than the whole of the previous year prior to opening.

Online course creation: The Learning Technology teams continue to create online content and courses. UEA Digital Voyager is a fully online course available to all UEA students.

Strategy, Policy and Compliance

Over the last three months, the SPC team have completed or been working on the following major items of work:

- Through 2015, we undertook a review of the structure of the SPC web pages with a view to simplifying and flattening the structure and thereby offering shorter URLs. This work will continue with support from ARM's Digital Innovation Team.
 - **Status:** On-going
- An area we have identified for which extra guidance is needed is data sharing. We will develop new web pages, update the agreement templates, and produce a short face to face training session to support this.
 - **Status:** On-going
- We aim to raise awareness of compliance issues with departments. In 2015 we initiated a new termly newsletter published through the website, and will continue with work to create a network of data protection contacts.
 - **Status:** On-going
- We are reviewing and updating privacy notices for staff and creating a new one covering alumni.
 - **Status:** Expected to be complete by Sept 2016
- Print Services have settled well into their new location following the move last summer, and have passed through their two busiest times of the year September and January. A number of pieces of work remain outstanding and PRS is working with EST on identifying actions to address them.
 - **Status:** In negotiation with EST
- Information security is working through a major project (reported separately) to improve security. An Information Security Analyst post has been filled to increase the size of the team and to operate the monitoring systems the project is delivering on.
 - **Status:** See project update.

Corporate Information Services

Over the last four months, in addition to working on the Security & PCI, Campus Card Upgrade, Electronic Marking, ITIL Implementation and SPOT Replacement projects the CIS teams have completed or been working on the following major items of work:

Development Team

Student Systems

- Developments to allow students to submit extenuating circumstances requests.
- Developments to allow for changes to the management of winter graduation.
- Developments relating to PGR student management.
- Continued developments to support the initial phase of summative e-marking in Blackboard.
- Rollout of Library group study room electronic booking system
- Initial specifications of timetabling and ad hoc room booking changes.
- Developments to allow for an automatic attendance monitoring pilot to be completed during SEM2 2015/6.

Web

- Implementation of the rebrand of the Portal and other internal systems.
- Migration of the website and Portal (and other related microsites) to offsite hosting.
- Re-development of course catalogue
- Blackboard plugins to allow reporting and export of data from the hosted environment
- Decommission of old Polopoly web service

Identity Management

- Improved Blackboard feeds to support electron Marking
- Improved Library feeds to support Single Sign On
- Configuration of additional services to allow Single Sign On
- Ongoing SPOT replacement project work

Operations Team

- **Application Upgrades to the following applications:** Northgate (Payroll and Personnel), Kinetics (Student Accommodation), SITS, Rota Horizon (Staff Time and Attendance) and Pure (Research administration), Gallagher (Access Control)
- **Implementation of the following new applications:** Tableau (Enterprise Reporting), SendSuite (Post and Portering System), WPM (Online payments), Web recruitment and Staff Self Service
- **Continued development of the data warehouse**, to support the migration of reports from Discoverer to our new enterprise reporting solution.
- Completion of the ARCP to PURE data feeds
- **Improving CIS Operations internal processes** for dealing with support issues

In the next 4 months our planned work includes the following:

- Major SITS and Evision Upgrade

- Preparation for the ABW upgrade. Reviewing all ABW interfaces
- Implementation of an online booking and payment system for Broadview Lodge
- Support the HR department implementing new applications required to manage Pensions Auto Enrolment, Direct pension contributions and the USS Portal implementation.
- Continued development of the data warehouse to support the enterprise reporting project.
- Complete tasks as required by the Security and PCI Project
- Implementation of FSI GO an Estates System task management system for their engineers.
- Migration of Estates BMS to centrally managed servers

Library

Over the last three months, the Library teams have completed or been working on the following items of work:

24/7 Opening Hours Tender. The Library is working on the tender documentation for its 24/7,365 security for the 2016/17 academic year, having extended the existing contract for the maximum period permitted (to the end of 2015/16). ISD is also looking at how it might standardise IT Service Desk and Library Helpdesk hours for the 2016/17 academic year.

Online room bookings. This initiative was launched in September 2015, enabling students to place their own bookings for the Library's Group Study Rooms using an online web form which interoperates with SITS. As well as improving the student experience, it has also had the benefit of removing the manual administration which was taking staff time away from higher value activities. Enhanced functionality, such as cancellations and more frequent refresh rates, is now being specified with a view to the system being made suitable for managing individual, as well as group, study rooms for the start of the 2016/17 academic year. User feedback from this booking system is also being used to inform the development of a campus-wide room booking system by CIS.

Library space – planning for the future. The Library has been investigating costs for various options that have informed the discussion paper "UEA Library: Responding to growth" which is tabled separately. In the short term, the Library is looking for funding for additional rolling stack on Floor 02.

Single-sign on. The Library has been working with CIS on actions to clean up data in the library system to enable users to be able to move seamlessly between their library account and library services without being challenged to log in twice.