

INFORMATION, STRATEGY AND SERVICES COMMITTEE



Minutes of the meeting held on 20 October 2015

Present: Pro-Vice-Chancellor Research (Professor Dave Petley) (in the Chair), Pro-Vice-Chancellor Academic (Professor N. Ward), Executive Dean of Faculty or nominated representative (Dr M. Sillence (HUM), Professor Y. Tasker (HUM)), Director of Information Services (Mr J. Colam-French) (ISD), Director of Finance (Mr S. Donaldson), Convenor of ICT Forum (Professor D. Stevens), Chair of ISD Education Board (Mrs H. Gillespie), Chair of Library Forum (Dr S. Connolly), Directors of University Services (Dr A. Blanchflower, Ms H. Lewis, Mrs A. Bingley) and Undergraduate Education Officer of the UUEAS (Mr C. Rand).

In Attendance: Mr Nicholas Lewis (ISD), Mr Paul Hooper (ISD), Ms Jane Baker (ISD), Ms Chloe Alexander (UUEAS)

With: Mr R. Scott (Secretary)

Apologies: Executive Dean of Faculty (Professor J. Collier (SSF), Prof J. Gazzard (FMH), Dr B Milner (SCI)). Academic Director of Taught Programmes (Dr A. Longcroft)

1. MINUTES

Confirmed
the Minutes of the meeting held on 9 June 2015.

2. MATTERS ARISING FROM THE MINUTES

Received
an update on the meeting held on 9 June 2015. (A copy is filed in the Minute Book, ref. ISC15D001)

3. STATEMENTS BY THE CHAIR

- 1) The Chair invited the Director of Information Services to comment on the disruption to IT services at the start of year.
- 2) Problems with the University website and portal were first noted three weeks earlier. Actions were taken to mitigate these problems, but not resolve them.
- 3) There were also problems with Open Athens authentication and access to research filestore. Both of these problems were resolved. There was no link to the problems with the website.
- 4) There is a Liferay consultant on site examining the issues with the website. He ruled out the design, network and infrastructure, and suspects the problem is caused by the coding of the site. We are awaiting a report. Once received, we will look at getting a project together.
- 5) If this is correct, it will be a big piece of work to resolve the problem and may require a large migration. This work is not expected to impact on other project such as ARCP and Pure which use input from other teams or dedicated resources.

- 6) ISD is also examining different ways of delivering web pages to other parts of the world to address concerns about page load times.
- 7) It was also noted that some corporate systems are running slowly. In particular, SITS and E:vision. For these, the service desk is gathering evidence. ISD suspects that the issue may relate to a faulty Microsoft patch.
- 8) There have been issues, particularly over the summer, with the installation of new desktop PCs because staff were not available to receive the PC. This has resulted in a backlog of 200 PCs awaiting installation.
- 9) These issues are resulting a long backlog of calls held at the service desk. Users are still encouraged to report any problems they have.
- 10) A monthly IT support bulletin is now being produced to keep the community informed on IT service issues and developments.

4. COLLECTION DEVELOPMENT POLICY

Considered and approved

the draft collection development policy and implementation plan. (A copy is filed in the minute book ISC15D002)

- 1) Nicolas Lewis (Library Director) gave a presentation on the development of the collection development policy.
- 2) There was wide consultation with all parts of the University community, and consensus was obtained around some but not all areas of the policy.
- 3) For books, the policy should be digital first, not digital only.
- 4) For journals, we should collect digital first where available in perpetuity.
- 5) Withdrawals will be managed according to individual discipline collection statements.
- 6) Digital first will slow the growth of the physical collection. In a research library, collections need to grow beyond the current physical footprint.
- 7) Due to Norwich's physical isolation, there are few libraries easily available to researchers. UEA's library could be considered as acting like a laboratory for non-science subjects.
- 8) UEA has research-informed teaching. There may in due course be plans for new schools and disciplines as well as the planned growth in student numbers.
- 9) There are limitations on e-book licensing and availability, and we need to improve negotiations with e-book providers.
- 10) Regarding actions, the Library is looking to 'deep weed' its current stock (past volumes of print journals and underused books); to develop a business case for rolling stack on Floor 02; and to develop a business case for a Library extension.
- 11) A Library extension would cost in the region of £20-30M and does not feature in the current capital plan.
- 12) The extension business case would explore drivers, challenges and options available in more depth.
- 13) For the next five years, there will continue to be pressures on toilets and study space in the current Library building. Beyond that consideration should be given to a Library extension or alternative study facilities.
- 14) Should Floor 02 be used for rolling stack, the Learning and Resources Centre collection would be moved, some of which has already moved across into the Enterprise Centre and others would be absorbed into standard collections.
- 15) ISSC *agreed* to support the short-term (next five years) actions in the Library action plan.
- 16) The Collection Development Policy was *approved*.

*5. SECURITY PROJECT

This minute is confidential and is attached as a separate sheet.

*6. PCI SECURITY POLICIES

This minute is confidential and is attached as a separate sheet.

7. RECORDS MANAGEMENT POLICY

Considered and approved
the draft records management policy. (A copy is filed in the minute book
ISC15D005)

- 1) The Records Management policy was originally drafted in 2010, and this is its second review.
- 2) Each department is expect to have a Records Retention Schedule (RRS) which is used to define the period for which records are held. These are maintained and signed off by the department.
- 3) To gain assurance that departments are following good records management practice, the University auditors should be invited to check.
- 4) The Records Management policy was *approved*.

8. PROPOSED PROGRAMME OF WORK 15/16

Considered
ISD Programme of Work 15/16. (A copy is filed in the Minute Book, ref.
ISC15D006)

9. ISD RISK REGISTER

Considered
The revised ISD risk register 15/16. (A copy is filed in the Minute Book, ref.
ISC15D007)

10. TERMS OF REFERENCE AND MEMBERSHIP OF THE COMMITTEE

Considered
Revised ISSC Terms of reference and Membership 2015-16. (A copy is filed
in the Minute Book ISC15D008)

11. PROGRAMME OF WORK

Received
a report on ISD Programme of Work – Academic Year 2014/15. (A copy is filed
in the Minute Book ISC15D009)

ISC15M001

ISC-M4
20.10.2015
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12. ISD EVENTS DIARY

Received

a report on events in 2015/16 to be hosted by ISD. (A copy is filed in the Minute Book ISC15D010)

13. RESERVED AREAS OF BUSINESS

Received

Confidentiality and Reserved Areas of Business. (A copy is filed in the Minute Book ISC15D011)

14. ISD STRATEGY 2014-19

- the current version of the ISD strategy is available from <https://portal.uea.ac.uk/information-services/strategy-planning-and-compliance/isd-strategy>

15. REPORTS AND MINUTES OF ISD ADVISORY FORA AND BOARDS

- Papers and draft minutes (to follow once approved by the chair) from the IT Forum meeting on 5 October 2015 will be available from: <https://portal.uea.ac.uk/information-services/committees/it-forum>
- Papers and draft minutes (to follow once approved by the chair) from the Library Forum meeting on 28 September 2015 will be available from: <https://portal.uea.ac.uk/information-services/committees/library-forum>
- The Research Board did not meet in September. Papers from previous meetings are available from: <https://portal.uea.ac.uk/information-services/committees/research-board>
- Papers and draft minutes (to follow once approved by the chair) from the Education Board meeting on 23 September 2015 will be available from: <https://portal.uea.ac.uk/information-services/committees/education-board>
- Papers and draft minutes (to follow once approved by the chair) from the Corporate Information Services Board meeting on 21 September 2015 will be available from: <https://portal.uea.ac.uk/information-services/committees/cis-board>

16. DATES OF MEETINGS

Reported

that the meetings of the Committee 2015-16 have been scheduled for 2pm on the following dates:

Tuesday 9 February 2016
Tuesday 14 June 2016