

ISC15D042

**Title:** *ISD Programme of Work 2015/16*  
**Author:** ISD Directors  
**Date:** 19 May 2016  
**Circulation:** ISSC – 14 June 2016  
**Agenda:** ISC15A003  
**Version:** Final  
**Status:** Open

---

### **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**

Raymond Scott, extn 3651, email [r.scott@uea.ac.uk](mailto:r.scott@uea.ac.uk)

### **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.

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
- 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 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:** Completed  
The contract was awarded to OCF and the first phase of equipment purchase has been completed and is providing live service. The second phase of equipment was planned to be live by August however we managed to complete this earlier than expected and the equipment was live at the end of April.
- **Replacing of the end-of-life VPN solution** used by staff and students for remote access to University IT systems  
**Status:** Completed  
The replacement solution is now live.
- **Office 2016 upgrade**  
**Status:** Ongoing  
Problems have been found with 3<sup>rd</sup> party tools that use Office and more time is required for testing. Delivery date has been moved to August.  
**Windows 10 upgrade**
- **Status:** Ongoing  
Work is progressing well on the testing schedule and the testing of mandatory profiles for IT areas has begun. 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:** Ongoing  
Time Machine configuration now finalised and working. Testing is ongoing prior to an initial pilot of the service.

### Key POW items

- **AV Products and Services**  
**Status:** The tender is published and will close on the 3<sup>rd</sup> June. The tender is looking to provide a full managed service that includes AV design, supply, installation and maintenance.
- **PC replacement**  
**Status:** The deadline for bulk orders is the 31<sup>st</sup> May 2016. Over 700 installations have already taken place this financial year which we expect equals 70% - 80% of planned expenditure. SCI are the only faculty not to have followed a refresh programme and have 80+ computers below the minimum supported hardware specification.
- **Library floor 0 refurbishment**  
**Status:** Quotes received.

## Strategy, Policy and Compliance

Over the last three months, the SPC team have completed or been working on the following major pieces 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:** The quarterly newsletter can be found at <https://portal.uea.ac.uk/information-services/strategy-planning-and-compliance/news>. The FOIA contact list is notified of each edition
- We are reviewing and updating privacy notices for staff and creating a new one covering alumni.
  - **Status:** The updated staff privacy notice was published and staff were notified via the staff bulletin (<https://portal.uea.ac.uk/information-services/strategy-planning-and-compliance/regulations-and-policies/information-regulations-and-policies/data-protection/data-protection-act-information>). The alumni notice is 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:** All issues with the new office space have been resolved with the exception of the windows, for which a potential solution is currently being trialled
- 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

### **CIS Development Team**

This four month sprint has seen a significant number of developments completed. This includes continued work on supporting the assisted phase of e-marking, as well as starting the implementation of the automatic phase.

An issue was experienced with the deployment of automatic attendance monitoring, whereby the Head of School for the pilot group pulled out at the last minute as they had not been aware of the development. We have amended our processes to ensure that not only are relevant administrative staff and the academics involved in project working groups are consulted on plans, but relevant academic decision makers are also consulted.

During the next few weeks re-developed ad hoc room bookings functionality will go live which will allow more efficient staff processes in LTS and allow students to use the same functionality in certain cases.

We have continued our consultancy work on placements which is due to see new processes and data storage in SITS go live in Sept for HSC schools.

Good progress has been made on the assessment in practice project with market analysis and involvement in action evaluation. Feedback from this evaluation seems to be identifying some issues which may influence the rest of the project.

Technical changes have been completed which allow an increased number of course profile option ranges to be stored and managed. This change allows better construction of course profiles which will reduce instances of clashing modules being selected thereby improving student experience.

WPM open and invoice pathways have had a soft go live with functionality now available and in the next few weeks will start being advertised via amendments to existing web pages and invoices etc. With this functionality deployed it means that all intended WPM/SITS payment pathways have been implemented.

Registration work, which includes changes to the accommodation fee, tuition fee, main registration tasks and staff mark as seen tasks, has been specified and development work, along with testing, is being completed this sprint.

The summer graduation e:Vision task has been re-developed to improve usability and to account for policy and procedure changes required for graduation as a whole.

Radius implementation was significantly de-scoped due to issues with the project relating to the supplier and the functionality that their new product provides. This project has been postponed by a year.

Relatively small amounts of work have been carried out relating to the security project, such as preparation for moving servers and server hardening measures.

A raft of usability amendments have been made to the online module enrolment tasks in e:Vision and were used in this functionality during this year's module enrolment process.

Automatic rollover of reasonable adjustment records is currently underway and is due to go live in the next few weeks.

Testing and bug fixing of the new SITS software version has been completed in conjunction with CIS Operations team. Largely the upgrade went well and brought some good benefits, including changes to the e:Vision interface to allow elements of it to be responsive to screen size.

A number of changes to the programs which automatically manage student records when they are rolled over from one academic year to another have been completed. This will improve data quality and improve efficiency.

Over the next four months work will be undertaken to re-develop the extenuating circumstances functionality to account for changes to the policy. This is due to be used from September.

Technical aspects of annual processes, such as clearing and academic year end, will be carried out during the next four months.

Work on the website has been focussed on the stability improvements and improved procedures (see separate agenda paper), although there have also been redevelopments to the course catalogue, research web pages (continuing) and the library borrowing portlet.

Work has continued on the SPOT replacement, which is currently on schedule.

### **CIS Operations Team**

Work packages completed by the CIS Operations team during the January to May sprint include the following;

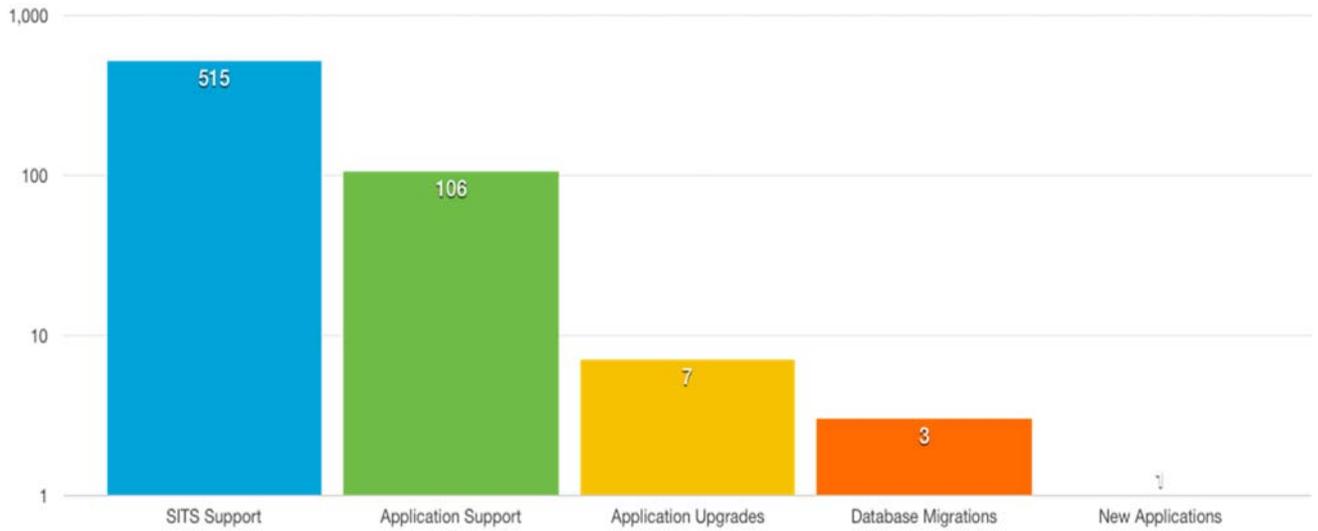
- **SITS Upgrade** - A substantial upgrade to both SITS and e:vision which started in January with the upgrade taking place the weekend of the 9th of April 2016. Due to the amount of resource required to complete this task, the team, took longer to respond to day to day support issues. We will be focussing our resources at reducing our current backlog at the beginning of the current sprint.
- **Adding Careers Data into the Data Warehouse** - The new cube developed for Careers enables them to produce their own reports and analysis. It holds details of appointments, events and online searches using CareerHub carried out by students. It enables a clear understanding of how students engage with the Careers service, which departments and faculties are engaging most/ least, the success of initiatives such as UEA Award and the popularity of online careers resources. The information is integrated with the other UEA student records in the data warehouse to enable consistent reporting across the whole student journey.
- **Changes to CIS infrastructure to meet PCI and Security requirements.** - This included migrating the key parts of the test and production infrastructure used by the majority of all our Corporate Information Systems to improve security and enable compliance with PCI requirements.
- **Northgate Upgrade and Rollout of Webview** – Upgrade to Northgate required to meet UEA’s statutory requirements including the new Pension Auto Enrolment requirements. We have also completed the rollout of the new web frontend of Northgate and removed the old desktop client.
- **Management Information for Research** - Supporting the provision of data from multiple systems to REN so that it can be used for reporting and the monitoring of KPIs.

During our May to August sprint, the team will be focussing on the following tasks;

- **Application Upgrades** – Upgrades of Pure, ABW, Kinetics, Raisers Edge, Netcommunity and Tableau
- **Management Information for Research** – Provision of projects data

- **New interfaces between** - Kinetics and ABW, SITS and Blackboard, MyIP and Pure
- **PCI and Security Project** - Tasks allocated to CIS by the PCI and Security project
- **Decommission of Discoverer** – Continuing to support the Discoverer Replacement Project including planning for the decommissioning and archiving of the Discoverer Reporting Platform scheduled for the end of the academic year.
- **Routine End of Year tasks** – SITS, Kinetics, Raisers Edge, Data Warehouse

### Completed Support, POW and BAU Tasks (Jan – Apr 2016)



### **Library space – planning for the future (update)**

The University has endorsed the Library's new Collection Development policy which supports maintaining a balance of research and teaching collections. (This was following the University wide consultation in May – July 2015).

To achieve this balance in the long term, the University must start to plan for a Library extension or equivalent and the case for this has now been made to the University.

In the meantime, the Library building is full, so in the short term we are faced with a difficult choice:

**Either** we stop buying books in some subject areas (which would immediately undermine the currency of research collections) **or** we carry out an in-depth review of existing teaching & research collections built up since the University was founded.

Our view, endorsed by this Forum and ISSC is that reviewing the existing teaching & research collections for withdrawals, rather than ceasing buying, is the approach more likely to retain the integrity of the research collections. In reviewing these collections, we will look to withdraw stock under certain criteria ensuring that there is space for those materials most relevant to our current teaching and research.

More about the process we use to withdraw material from the library can be found here:

<https://portal.uea.ac.uk/library/resources/collection-development-and-relegation-project/withdrawn-books-and-print-journals>

In the initial stages we will be focusing on duplicate research books whilst retaining sufficient copies to support teaching.

Whilst, our intention is to continue to review offers of research-level donations to the Library, as stated in the new Collection Development policy, while we progress with the project, and because of space constraints, we are continuing with our temporary stop on all donations. See separate report for more detail.

### **Interlending review**

As part of the rebalancing in the collection development policy from 'just in case' to 'just in time' provision, we have been trialling a new system for processing inter-library loan requests. In the first month of the new triage system operating we have seen an improvement in the fulfilment rate from 63% to 87.3%.

### **Online room bookings**

In response to student feedback, improved functionality, including the ability to cancel bookings and more frequent refresh rates, have now been implemented. This is also being used to inform the development of a campus-wide room booking system by CIS which is scheduled for implementation at the start of the next academic year.

### **Postgraduate spaces review**

Following feedback from the Postgraduate spaces review, we have made a bid to the UEA Alumni Fund for further furniture and additional PCs to maximise occupancy of these areas. We will be making some changes to the loan system for postgraduate lockers, following feedback from users. From the start of the 2016-17 academic year, research postgraduate students will be able to borrow a locker for 4 weeks at a time.

## Reading Lists

Work to encourage academics to take control of their lists is progressing and a comprehensive communications plan in progress. A short introductory online video is now embedded in the Library homepage and a couple of focus groups with students are being planned. Students are continuing to lobby their lecturers to include their reading lists in the Talis system. A policy to require the submission of all reading lists via the Library is under consideration by TPPG and LTC. See separate report for more detail.

## Single-sign on.

The Library has completed work with CIS to clean up data in the library system to enable users to being able to move seamlessly between their library account and library services without being challenged to log in twice.

## Digital Voyager & UEA Award

The Library's e-learning course, Digital Voyager, proved so popular that we ran it again in February-March 2016 with 56 participants, 52 of whom were students.

Benchmarking against typical MOOC completion rates, our original goal was to see 10% of enrolled participants complete Digital Voyager. Back in November 25% of participants completed it, but this figure was outdone in the February-March course with 36% of the cohort completing the course. With a significant majority of completers being undergraduates and taught postgraduates, most will be in a position to register their achievement as part of the UEA Award.

Once again, participants demonstrated reflective and original thinking and a very good level of engagement with the course content, some even exploring beyond the immediate scope of the linked content into related works.

- *"I enjoyed learning about the different digital tools available online to enhance my academic studies and I have taken advantage of these. I have also valued the opportunity to be creative with some of the tasks each week, in particular making the visual reflection piece."*
- *"Digital Voyager is a good course, I really enjoyed it and look forward to joining your new online course."*
- *"I have thoroughly enjoyed participating in this course and will be sure to recommend it to others!"*

The Library will continue to run and develop Digital Voyager over at least the next 3-5 years, and will also seek to expand its e-learning offering in response to this demand.

## Library activity – key statistics

- We have now completed all the SCONUL headcounts on sample days this academic year and can report a 17.6% year on year increase in average occupancy - with an *average* of 804.6 people in the building on sample days compared with 683.8 last year.
- Footfall into the Library building for the period 1 August 2015 to 30 April 2016 averages at over 4000 visits per pay. The busiest day so far this academic year was 19<sup>th</sup> April when 9561 visits were made to the building. Year-on-year footfall shows a slight fall from 1.11 million visits in the period Aug – April in 2014-15 to 1.07 million visits in the same period in 2015-16. Variables such as the exceptional 6 day closure of the Library building during the 2015-16 Christmas vacation and the earlier timing of the Easter vacation, make meaningful year-on-year comparisons this academic year difficult.

- In April, covering the exam period, we implemented a new system of monitoring occupancy, based on the traffic light system used at the University of York. Various study locations within the building will be assessed by Library staff during the busy part of the day, as Red (full or almost full), Orange (some spaces available) or Green (many spaces available). The results are displayed on the whiteboard near the Library entrance, so that anyone entering the building can see at a glance where they are most likely to be able to find the kind of study space they require.

### **“You said, we did”**

ISD’s latest ‘You said, we did’ summary poster was published in February and is reproduced below for information.

**You said: “More access to PCs during peak times. It is often frustrating to find a PC in the library just for 10 minutes to print something!”**

*We have put 4 stand-up PCs near the printers on Floor 0 which we hope will ease the problem of finding a free PC when you need to just print your work out. You can also use the remote student desktop and can send jobs to PrintPlus+ from your own device by visiting <http://www.uea.ac.uk/printplus> or by emailing documents to [printplus.bw@uea.ac.uk](mailto:printplus.bw@uea.ac.uk) or [printplus.colour@uea.ac.uk](mailto:printplus.colour@uea.ac.uk).*

**You said: “Allow food and coffee into library. We need areas where you can eat and study within the library”**

*We have changed the rules on food & drink in the Library so that drinks in lidded cups are now allowed in all areas of the Library and cold snacks are allowed on both Floor 0 and Floor 1*

**You said: "More e-books and more course material should be put on Blackboard"**

*Last semester, the library launched Reading Online – a major new service aiming to provide a much greater volume of course reading material online. The service can be accessed now via Blackboard from the ‘My Studies Menu’ within Blackboard.*

**You said: “We need supported software for students with learning needs e.g. computers programmes for students with dyslexia”**

*ClaroRead Plus, software for supporting reading and writing, is now networked on all student PCs on campus. You can also access the software on your own device via the remote student desktop service.*

**You said: “Individual study room bookings need to be done more efficiently. The bookable group study room website needs to update more regularly!”**

*From the start of this academic year we have introduced a new webpage for booking group study rooms that links through to an availability screen, which we hope makes the system of booking these rooms easier. We plan to roll this out to the individual study rooms as well, once we have made some further improvements to the system, such as a more frequent refresh rate for the availability screen and an ability to cancel bookings.*