University of East Anglia

ISC16D008

Title:	**ISD Programme of Work and Projects 2016-17**
Author:	ISD directors
Date:	22 September 2016
Circulation:	ISSC – 18 October 2016
Agenda:	ISC16A001
Status:	Open

Issue

This paper provides an outline of the programme of work and projects planned by ISD for 2016/17.

Recommendation

Recipients are invited to note the contents. More detail will be provided on projects at the spring meeting once project initiations have taken place.

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.

Corporate Information Services

Projects planned for 2016/17

- **Research Systems Improvements:** If this project is approved by CISB, then work will take place to review, define and implement changes to PURE, enhanced PURE portal, research reporting and Intellectual property. This project will be supported by a Project Manager and two of the new post (business analyst and system developer).
- **Web Stability:** The work already taken to resolve stability issues on the main university website will continue throughout 2016/17.
- **SPOT Replacement Project (MIM):** Work will continue throughout 2016/17 on the move from the old identity management system (SPOT) to the new one (MIM). The new system has successfully been parallel running through the 2016 start of year period. It is intended for MIM to take over from SPOT in the creation of IT accounts with a soft launch in December 2016. Work will then continue in replicating data feeds out from MIM to other systems such as the library systems.
- **Student Support Services:** A project will look at the systems required to support student services. Systems to improve case management, document management (reducing levels of paper copies) and booking systems).
- **HR Absence Management:** This project will assess the requirements for and implement absence management in the payroll / HR system (Resource link).
- **Radius Admissions System**: This project will replace Hobsons (applicant portal and CRM systems). The existing product is coming to end of life and will no longer be supported by the supplier in 2018.
- **Externals CRM Business Case:** this project will assess the requirements for a CRM that will capture interactions with external contacts and organisations. A business case will be formulated to fund a new system to meet this requirement.
- **Online Marking:** This project has introduced online submission, marking and feedback functionality for summative assessments. The project is reaching project closure with some minor work remaining for Oct 2016.

Other Projects: require CIS resource

- **Car Park Management:** Estates run project to implement a new car park management system, replacing the current system which is part of SPOT (Identity Management)
- **SFX to the Cloud:** This project will move the library citation linker software to an externally hosted platform.
- **ITIL:** In 2015/16 this project successfully delivered a new IT service desk management system. In 2016/17 the project will focus on implementing revised processes and procedures to meet best practice guidelines for an IT operational service. Areas could include areas such as change control, problem management, request fulfilment and service design.
- **Security Project:** The project to secure all online payment systems will continue into 2016/17 before work commences on securing all systems holding personal data. It should be noted that this project is currently experiencing some delays in its schedule. As described in the IT Security highlight report the scope of what needs to be secured has changed from just the web servers to both application and database servers associated with systems taking payments. The scope change has come about as the auditors have stated that all servers where the URL to the external payment provider is stored or passed through must be secured.

The IT security project is gaining clarity on the impact of the scope change, providing revised schedules and the resources that will be needed from CIS to support the additional work.

Programme of Work Summary

In addition to working on projects the CIS will be working on the following key items of work:

Development Team

- **Student Systems Team**
  - **Automatic attendance monitoring:** A review of the pilot that took place in 2015/16 to understand issues and successes. A further rollout of this process will then take place.
  - **Extenuating circumstances:** to augment the existing self-service system (removing paper processes). Background administrative processes will be reviewed for efficiencies and automation.
  - **Placements**: completing the rollout of e:Vision functionality presenting information to students on the placements that they are on and allow them to update their information relating to placements (e.g. if they have a car to travel to placements).
  - **Module outline:** review and improve functionality for module creation, updating and reviewing.
  - **PGR**: annual leave and absence management for postgraduate research, expanding on Taught programmes functionality. This will ensure UEA is Tier 4 compliant.
  - **Study Abroad:** review of the end to end process and implement functionality within e:Vision.
  - **Paper records**: digital scanning of student paper records
  - **UKVI:** improve communications relating to engagement monitoring to improve compliance with Tier 4.
  - **Statutory Processes**: HEDIIP, HEAR and data retention/archiving of data
- **Web Team:** Subject to website stability project
  - **Blogs:** enable within CMS
  - **CMS Optimisation:** enable new functionality for shared content and personalisation
  - **Mobile app:** introduce mobile app for applicants
  - **Web forms:** investigate requirement for web forms
- **Identity Management Team**
  - **Careers Service:** provide data feed to allow staff provisioning within CareerHub. This will allow academic staff to access career information when advising students.
  - **OpenAthens:** investigate move to ADFS to improve security and support levels

Operations Team

This year the CIS operations team will primarily focus on tasks that are required to meet statutory changes or critical work that is needed to maintain systems availability. Key items of work include:

- **Server Replacements:** CIS Application Servers Infrastructure and the infrastructure used to operate ABW
- **Application Upgrades to** Kinetics, Raiser's Edge, ABW, Pure, SITS, Netcommunity, Apache, Tomcat, Tableau and the data warehouse.
- **Data Feed Developments**: Specially for ABW which will be undergoing a major upgrade in the upcoming academic year, but also to support Research Administration Systems reporting requirements. Other data feeds that require investigation and development are the SITS to Kinetics data feed, ABW to Broadview Lodge and a data feed between Catering and Conferences.

- **Enterprise Reporting:** New data sources will also be required to support Research Administration Systems reporting requirements. In addition, continued development will take place for new data sources required by the BIU to assist the university to be compliant with new statutory regulations being introduced by HEDIIP. This will include building new data cubes for reporting in the following areas:
  - o Student Targets
  - o Course Aggregation
  - o Coursework Submission
  - o Module Evaluation
  - o Engagements
  - o UKKVI
  - o Value Added
  - o HECOS, Data Futures, TEF and HEDIIP
- **Alumni CRM**: Support system being moved to cloud hosted platform
- **WPM:** introduce payments for library fines
- **Estates:** Implement FSI Go (mobile app for risk management, tasks and reporting)

Database Team

The work for 2016/17 will primarily focus on upgrades, server replacements and supporting projects such as PCI. Work will include:
- **Security**: implement Oracle Data Guard, MySQL SSL integration, password changes
- **PCI:** movement of databases into secure zones
- **Patching and upgrades:** Oracle databases, MySQL, SQL Server
- **Operations:** DR testing, SCOM monitoring of performance improvements,

Faculty IT Services

Programme of Work Summary

Start of year 2016/17
The IT Service Desk will help co-ordinate start of year activities around registration, account creation and campus cards for January 2017 and September 2017.

Replace Mifare campus cards with DESfire campus cards
During 2016/17 all UEA campus cards and card readers will be replaced with DESfire campus cards. DESfire is a more secure standard than Mifare.

Windows 10 and Office 2016
Microsoft are changing the development and release models for their operating systems and software. During 2016/17 UEA will move to Windows 10 and Office 2016 to remain current, offer new features and to minimise support and development overheads.

Remote management and support of teaching spaces
90 teaching spaces are connected to a system that provides reports and alerts that allow proactive maintenance and remote support. Work will continue to include all LTs, and geographically remote spaces.

Refresh of AV technology
A full site audit has taken place. A refresh strategy will be discussed and agreed with the Learning and Teaching Spaces Group in November 2016 which will inform a refresh programme.

Preventative Maintenance Visits in teaching spaces
These will take place in December 2016 and August 2017 to ensure hardware is operational and that spaces are functional. The aim is to reduce downtime wherever possible.

Inventory of PC hardware in SCI laboratories
IT Support will create an inventory of IT assets in laboratories.

Procurement co-ordination with faculties and departments
Faculties and departments will provide a PC inventory. IT Support Managers will help develop procurement plans to refresh PCs.

Technology enhanced learning
Work will continue in online course creation for internal students, blended delivery and supporting electronic assessment.

Support AMA students
ITCS will continue to provide induction and specialist support for AMA students using the TV Studio and Edit Suite facilities.

ICT Systems

Programme of Work Summary

Security Project
Changes in scope of the security project (highlighted elsewhere) will result in this being the key focus for the infrastructure teams in 2016-17. Additional changes will be required to the network configuration, server design and operational management.

Email
The email encryption facility within Office 365 will be configured and enabled to provide the ability to easily send encrypted emails.

Since the move to Office 365 some customers are reporting that they are receiving additional spam. Options to improve this will be considered and where additional costs are involved for add-on services, the benefits will be reviewed.

Currently it is possible for IT services within UEA, and those hosted by third parties, to be configured to send emails that appear to originate from the UEA email service. This represents a security risk. The options to resolve this issue will be reviewed and implemented.

Data Storage
The current storage solution for staff and student filestore is end-of-life and the migration to Onedrive is now potentially possible using recently introduced tools. Investigation will take place and migration undertaken if feasible.

A number of departments have requested Sharepoint functionality. We do not have the staff resources available so we will be investigating the cost of external support and implementation, subject to funding being made available.

Research Computing
Replacement of end-of-life HPC nodes will take place which will provide additional compute resource to enable the migration of researchers from "Grace" to the new cluster.

Demand has increased for visualisation which is better undertaken with GPU's rather than CPU. As such a small scale GPU virtualisation service will be created.

The HPC storage and esarchive storage solutions are end-of-life. A replacement HPC storage solution will be created.

The Linux desktop version will be upgraded to Ubuntu 15.04 LTS, to ensure we remain within the suppliers' support.

We will review the current SVN service. This was initially setup specifically for researchers but now we are receiving requests from other areas. We will need to seek a more robust solution.

Networking
As a result of changes in building usage and usage patterns, additional wireless access points will be installed or existing ones moved as required.

Preparations will begin for the replacement of the existing wireless network. Activity will be spread over a number of years as follows:
- Supplier tender (Aug 2017)
- Proof of concept (Aug 2018)
- Replacement (2019/20)

The network routers in Residences and a number of departments are end-of-life and will be replaced.

Data Centre Activity
A device that interfaces with the Estates BMS system to remotely monitor temperature and humidity (TONN) will be configured.

A full review of the Data Centre Disaster Recovery and Business Continuity plans will take place. In addition, Data Centre risks will be reviewed to ensure the correct assessments are in place and current.

A number of rack power distribution units (PDU's) require repairs. Planning and execution of this work must be carefully undertaken to ensure no loss of service. At risk periods will be agreed with system owners.

The Data Centre network requires enhancement to meet growing needs. No service disruption is expected, however at risk periods will be advertised in advance.

Library

Projects planned for 2016/17

Reading Online

This year the project is now focused on embedding reading list creation and editing within academic workflows.

Collection Development

This project continues from last year and is currently in phase 1 focusing on duplicate books, items in poor condition and general works. In its first 9 months, the Library has withdrawn 17,972 books towards its 50,000 items target.

Library online

Project is scoping the development of online induction options in two pilot schools. Currently assessing library induction practices in these schools and exploring how elements could be developed into digital artefacts. Aim to have them designed in principle for December 2016, with a view to going live in Sept 2017.

Programme of Work Summary

Additional developments, that the Library will aim to progress where feasible, especially where these focus on improving the user experience and/or freeing up administrative time, include:

Digital Library work this year includes updating the SFX link resolver, which provides links to full text articles where available, and piloting further **integration with our Interlending service** when full-text is not available. The **'digital first'** approach to book purchasing will continue this year including a **review of our e-book suppliers** to try to secure the best value for money.

In terms of Library services, we will be looking into the feasibility of increasing the **number of items postgraduate students can take out of the Library at any one time**. There is a dependency here on whether we can improve our **reservations & recalls** system to ensure that, if books are needed by undergraduates, they can be recalled more swiftly.

In terms of the Library building, we will be continuing to explore feasibility and sources of funding for **Floor 02 rolling stack** and **refurbished study space on Floor 01**. We will also be feeding into **Estates' wider space and maintenance planning** for the campus as a whole. We will also continue to explore options for **food and drink provision**.

Student engagement work will be focusing on how we can support the UEA SU with its priorities for the year as well as providing **space for awareness raising activities in the Library Foyer**. Academic engagement activities will focus on the Library's contribution to **Induction and Transition activities** and on how best to support academic colleagues in **embedding online reading list** creation into existing workflows.

The **British Archive for Contemporary Writing**, having secured sustainable funding for an additional five years, will further **embed its core activities** in current HUM teaching and research, as well as acquiring new collections, and piloting the curation of 'born digital' contemporary writing materials.

Finally we aim to **review the library web pages** with a view to making them more 'action orientated' – i.e. "how do I?" – rather than focusing so heavily on the informational. It is hoped this may also improve the visibility of our web offering for researchers and how this dovetails with PGR and REN web sites.

Strategy, Policy and Compliance

Projects and Programme of Work Summary

- **GDPR:** We have in hand work to prepare the institution for the application of the General Data Protection Regulation from 25 May 2018. Work will be handled via a number of strands: training and website, breach management, data sharing agreements, liaison, SAR, privacy notices, policy and legislation, PIA, and interfaces with the IT security project. GDPR is new legislation affecting the handling of personal data. Compliance with the regulations is required for EU citizen data.
- **Information security consultancy:** Via a tendering process we will identify infosec activities for which we require the services of external consultants and create a preferred supplier list for the provision of those services. Services will include external audits and compliance checks, as well as help with investigations, and advice and training on IT security matters for which we do not have in house expertise.
- **Information security project:** The project aiming to improve security of IT services will continue through 2016/17 focussing on PCI compliance, secure storage and services for researchers, and protection of personal data.

Appendix – Full Projects and POW

Projects 2016/17

POW / BAU / Project	Unit	Activity Name & Description	Rationale	Priority
POW	SPC	GDPR: Work to prepare the institution for the application of the General Data Protection Regulation from 25 May 2018. Work will be handled via a number of strands: training and website, breach management, data sharing agreement, liaison, SAR, privacy notices, policy and legislation, PIA, and interfaces with the IT security project.	GDPR is new legislation affecting the handling of personal data. Compliance with the regs is required for EU citizen data.	Must Have
Project - Absence Management	CIS	Implement Absence Management module	This project will bring together different practices used across the university to one system. It will improve efficiencies in working practice, saving staff time. This work will reduce DPA risks of personal data being held in different locations, duplicating the information already held in the HR/Payroll system.	Must Have
Project - Collection Management	LIB	Collection relegation project - maintaining momentum	Key part of space strategy and foundation for further investment in Library space. For unique items consider shared retention strategy with other regional HEIs?	Must do
Project - CRM	CIS	Externals CRM - develop business case	This business case will present information needed to make a decision on if this type of system is needed and that the investment can be justified.	Should Have
Project - ISD Website	FITS	Tier Zero, maintenance of best practice self- access resources		Must have

POW / BAU / Project	Unit	Activity Name & Description	Rationale	Priority
Project - ISD Website	LIB	Library Help sheets	To provide help sheets on key resources/services to match what ITHD provide To improve student experience to enhance consistency of service being given from Helpdesk To provide a physical handout for circumstances in which that is the most appropriate route.	Must do
Project - ISD Website	LIB	Library landing page update to focus on action rather than information/organisational structure	To enhance user experience. To provide a clearer suite of pages for signposting UEA researchers to appropriate LIB and REN services thereby enhancing Library value to UEA research support. Light touch as content remains the same and focus is on homepage or one page below. Action-based links are more likely to help users resolve their queries rapidly. 'Seasonal' links	Would like to do
Project - ISD Website	LIB	Documentation - especially User Services and Resources teams	Better knowledge sharing. Reduction in likelihood of serious mistakes	
Project - ITIL	FITS	Continued development of Cherwell ITSM and introduce new processes and workflows		Must Have
Project - Library Online Induction	LIB	Library Online / Induction	To increase the reach of library induction & training to all students, even if sometimes only online rather than face-to-face. To increase appropriate use of library resources to support learning, thereby enhancing ROI in resources. To increase consistency of information and digital skills offering to students.	Must do

ISD programme of work and projects 2016-17

POW / BAU / Project	Unit	Activity Name & Description	Rationale	Priority
Project - MIM	CIS	MIM implementation	This project will replace the Identity management system with one which has not been developed in-house. This will remove the reliance on one developer to support and enhance the product.	Must Have
Project - Online marking	CIS	E-Marking (Assessment and Feedback)	This project is coming to an end in October 2016. The project will provide the means to improve assessment submission and feedback processes. This will improve staff efficiencies within the process and improve staff and student satisfaction.	Must Have
Project - Personal and shared filestore upgrades	FITS	Create new share structure in partnership with SCI with delegated access via IDM		Must Have
Project - Personal and shared filestore upgrades	FITS	Create single share structure in partnership with ARM with delegated access via IDM		Must Have
Project - Personal and shared filestore upgrades	FITS	Create new share structure in partnership with LTS with delegated access via IDM		Must Have
Project - Personal and shared filestore upgrades	ICT	**Migration of staff and student filestore to Onedrive**: Investigate and implement tools required and review quotas for remaining uses	The current storage solution is end-of-life and the purchase of additional tools to facilitate this move is now possible. This will enable greater quota without increased costs	Must have
Project - Personal and shared filestore upgrades	ICT	**Sharepoint implementation:** Scope work and implement if funding available	A number of departments have requested Sharepoint functionality. We do not have the staff resources available to implement so we will be investigating the costs of external support and then implement, subject to funding being made available	Should have

POW / BAU / Project	Unit	Activity Name & Description	Rationale	Priority
Project - Radius admissions system	CIS	Admissions Processes: Radius Implementation	This project will replace Hobsons (applicant portal and CRM systems). The existing product is coming to end of life and will no longer be supported by the supplier in 2018.	Must Have
Project - Reading Online	LIB	Reading lists online: a) embedding in academic workflow b) streamlining book ordering via Talis	Key service strategically as enhances library reputation/contribution/value to t & I and improves process/ saves time. Streamline workflows for book ordering saving duplication of work at the point of ordering and potentially speeding up books to shelf.	Must Have
Project - Research Admin Systems	CIS	Research Systems Improvements: • Support Mechanisms Review • Infrastructure Changes • Exploiting new functionality • Enhanced Pure Portal • Intellectual Property • Reporting	This project will bring together numerous strands of work to improve research systems. This will enable the University to meet statutory requirements and meet the University research strategy.	Should Have
Project - Research Admin Systems	LIB	Complete PURE/Eprints specification	To maximise discoverability of UEA theses as part of UEA's overall research profile. To ensure that the workflows for theses deposit are as streamlined as possible to avoid unnecessary manual work. To ensure a suitable storage and preservation plan is implemented.	Must do
Project - Security project	FITS	Complete migration of PCs to Windows-secure in Active Directory		Must Have
Project - Security project	ICT	**Secure research storage:** review changes to infrastructure and implement	Identify and implement the necessary changes to the IT infrastructure to enable the storage of sensitive research data	Must have
Project - Security project	ICT	**Patching update:** Patch critical servers to the latest supported level.	A number of critical servers and associated hardware need to be updated to the latest	Must have

POW / BAU / Project	Unit	Activity Name & Description	Rationale	Priority
			Operating System build, firmware and drivers to remain within support, and enable regular patching. Staff resource also needs to be identified to undertake the regular patching .	
Project - Security project	ISD	Support the IT Security Project		Must Have
Project - SFX to the Cloud	LIB	SFX to cloud as servers due to be replaced	To make the case for moving SFX to the cloud as servers are due for replacement. Potential cost savings: Calculated 3 year TCO including VAT and the standard 4.5% annual price increase Hosted: £55,545.84 Local: £72,637.40 + CIS developer time to update software and oversee scripted KB updates (estimate 15-20% time). Additional benefits: Pilot direct linking and ILL request on SFX menu, both user enhancements:- As part of new collection policy, make requesting items via ILL more seamless for users. Enhance 'just in time' aspect of library services.	Must do
Project - Student Support Services Systems	CIS	Scoping of New Developments: Dean of Students' Systems Replacement	A project will look at the systems required to support student services. Systems to improve case management, document management	Should Have

POW / BAU / Project	Unit	Activity Name & Description	Rationale	Priority
			(reducing levels of paper copies) and booking systems.	
Project Web Site Stability	CIS	Website Stability Project	The work already taken to resolve stability issues on the main university website will continue throughout 2016/17. This will improve our digital presence and customer experience.	Must Have

Programme of Work 2016/17

Unit	Theme	Srv Name	Activity Name & Description	Priority
CIS	Operations	Enterprise Reporting	Data Feed : Data Feed Infrastructure Review and Upgrade	Must have
CIS	Operations	Finance Management	Data Feed : ABW Data feeds review	Must Have
CIS	Operations	Student Accommodation Management	Data Feed : Improvements to the SITS and Kinetics data feed	Should Have
CIS	Operations	Student Accommodation Management	Data Feed : Build a data feed between ABW and Broadview Lodge	Should Have
CIS	Operations	Student Accommodation Management	Data Feed : Build a data feed between Catering and Conferences	Should Have
CIS	Operations	Alumni CRM	Support Netcommunity to the cloud	Could Have
CIS	Operations	Student Accommodation Management	Implement Online Bookings for UEA Conferences	Must Have
CIS	Operations	Online Payments	Implement online payment for Library fines	Could Have
CIS	Operations	Enterprise Reporting	INTO Data Mining	Should Have
CIS	Operations	Enterprise Reporting	HOS Dashboards	Should Have
CIS	Operations	Enterprise Reporting	Student Targets	Should Have
CIS	Operations	Enterprise Reporting	Course Aggregation	Should Have
CIS	Operations	Enterprise Reporting	Coursework Submission	Should Have
CIS	Operations	Enterprise Reporting	Module Evaluation	Should Have
CIS	Operations	Enterprise Reporting	Engagements	Should Have
CIS	Operations	Enterprise Reporting	UKKVI	Must Have
CIS	Operations	Enterprise Reporting	Value Added	Should Have
CIS	Operations	Enterprise Reporting	HECOS, Data Futures, TEF and HEDIIP	Must Have
CIS	Operations	Enterprise Reporting	Infrastructure Review	Must Have
CIS	Operations	Student Accommodation Management	2 x Upgrades to Kinetics to support new functionality	Must Have
CIS	Operations	Alumni CRM	1 Upgrade to Raiser's Edge	Must Have
CIS	Operations	Finance Management	1 Upgrade to ABW Finance	Must Have
CIS	Operations	Student Management	1 x Upgrade to SITS and Evision	Must Have

ISD programme of work and projects 2016-17

Unit	Theme	Srv Name	Activity Name & Description	Priority
CIS	Operations	HR / Payroll Management	3 x Statutory Upgrades to Northgate	Must Have
CIS	Operations	Alumni CRM	1 x Upgrade to Netcommunity	Must Have
CIS	Operations	Servers	Upgrade and patching of Apache and Tomcat framework in order to remain compliant with PCI regulations	Must Have
CIS	Operations	Servers	Upgrade and Patching of IIS framework in order to remain compliant with PCI regulations	Must Have
CIS	Operations	Enterprise Reporting	2 x Upgrades to Tableau to enable increased usage, rollout and support	Must Have
CIS	Operations	Enterprise Reporting	1 Upgrade of the Data warehouse to enable increased usage. Can be combined with infrastructure review	Must Have
CIS	Operations	Enterprise Reporting	Migrate Data Warehouse onto a new cluster.	Must Have
CIS	Operations	Building Management	Review and update processes and documentation	Must Have
CIS	Operations	Building Management	Concept - Implement FSI GO	Must Have
CIS	Operations	Building Management	Implement two new servers to support the increased use of the Trend BMS system	Must Have
CIS	Operations	Car Park Management	Implementation of Car Park Charging System	Must Have
CIS	Operations	Car Park Management	Car Parking Charging Systems Phase 2 ANPR Implementation	Should Have
CIS	Operations	Building Management	Implementation of a Document Management System, Statutory requirement for record keeping	Must Have
CIS	Operations	Data Management	Continuous Improvement – review if it is possible to map data used in one system to where it affects other systems, investigate initial mapping method and sustainability of maintaining mapping.	Could Have
CIS	Development	Student Management	Automatic Attendance Monitoring Roll Out	Should Have
CIS	Development	Student Management	Extenuating Circumstances Continuation	Must Have
CIS	Development	Student Management	Administrative Process Improvements: Fitness to Practise	Could Have
CIS	Development	Student Management	Placements: HSC Audit Tool	Should Have
CIS	Development	Student Management	Placements: Placements Developments Continuation	Should Have
CIS	Development	Student Management	e:Vision Process Improvements: Adviser Meeting Enhancements	Could Have

ISD programme of work and projects 2016-17

Unit	Theme	Srv Name	Activity Name & Description	Priority
CIS	Development	Student Management	Course and Module Creation, Update and Review: Module Outline Functionality	Must Have
CIS	Development	Student Management	PGR Automated Processes: PGR Annual Leave and Absence Management	Must Have
CIS	Development	Student Management	Student Checks: DBS and OH Functionality	Could Have
CIS	Development	Student Management	PGR Automated Processes: PGR Reporting	Should Have
CIS	Development	Student Management	Statutory Processes: HEDIIP project	Must Have
CIS	Development	Student Management	Statutory Processes: HEAR	Must Have
CIS	Development	Student Management	Administrative Process Improvements: Paper Records Scanning Project	Should Have
CIS	Development	Student Management	e:Vision Process Improvements: Study Abroad Migration to e:Vision	Could Have
CIS	Development	Student Management	Admissions Processes: International Qualifications Database	Could Have
CIS	Development	Student Management	Administrative Process Improvements: Student Exam Enhancements	Could Have
CIS	Development	Student Management	Address Data Improvements: Address Check Software Replacement	Should Have
CIS	Development	Student Management	Administrative Process Improvements: Workload modelling implementation	Should Have
CIS	Development	Student Management	Statutory Processes: Data Retention/Archiving	Must Have
CIS	Development	Student Management	Marks and Awards: Grade Point Average Implementation	Must Have
CIS	Development	Student Management	Course Catalogue: Fee Calculator	Must Have
CIS	Development	Student Management	Admissions Process: Criminal Convictions in paperless processing	Should Have
CIS	Development	Student Management	UKVI Processes: Improved communications for engagement monitoring	Should Have
CIS	Development	Careers Service	Improve Data feeds to include basic staff profile. Scoping to be completed by end of April with development work by Sept 2017.	Should Have

ISD programme of work and projects 2016-17

Unit	Theme	Srv Name	Activity Name & Description	Priority
			Review SSO to ensure working fully for all UEA staff and students.	
CIS	Development	Proxy Access to External Services	Authentication: OpenAthens migration to ADFS	Should Have
CIS	Development	Content Management System	CMS Improvements: CMS Optimisation	Could Have
CIS	Development	Content Management System	CMS Improvements: Blog support	Could Have
CIS	Development	Web Content Management	Mobile Apps: Applicant Mobile App	Could Have
CIS	Development	Content Management System	Scoping of New Developments: Web Forms Functionality	Could Have
CIS	Database	Database Management	Oracle Database Migrations (12.1.02)	Must Have
CIS	Database	Database Management	Oracle Cloud Control upgrade	Should Have
CIS	Database	Database Management	Implement Oracle Data Guard	Could Have
CIS	Database	Database Management	Framework Review (Oracle, MySql, SQL Server)	Must Have
CIS	Database	Database Management	MySQL SSL integration & Percona migration (Evaluation)	Must Have
CIS	Database	Database Management	MySQL Upgrade to 5.7	Should Have
CIS	Database	Database Management	SQL Server Cluster Migrations	Must Have
CIS	Database	Database Management	SQL Server Test cluster implementation	Should Have
CIS	Database	Database Management	SQL Server 2014 migrations	Should Have
CIS	Database	Database Management	SQL Server - SCOM monitoring implementation	Should Have
CIS	Database	Database Management	Disaster Recovery Testing	Must Have
CIS	Database	Database Management	Password Lifetime reviews	Must Have
CIS	Database	Database Management	Storage Migration to V7000 SAN	Must Have
CIS	Development	Student Management	Annual Processes: Academic Year End	Must Have
CIS	Development	Student Management	Annual Processes: Security Audit	Must Have
CIS	Development	Student Management	Annual Processes: Clearing	Must Have
CIS	Development	Student Management	Annual Processes: Registration	Must Have
CIS	Development	Student Management	System Upgrades 2016/17	Must Have
CIS	Development	Student Management	Admissions Processes: Hobsons annual update	Should Have
FITS			SOY 2017: Operational support for new student arrivals	Must Have
FITS			Roll out Desfire campus cards to staff and students	Must Have
FITS			Support the deployment of Windows 10	Must Have
FITS			Support the deployment of Office 2016	Must Have

ISD programme of work and projects 2016-17

Unit	Theme	Srv Name	Activity Name & Description	Priority
FITS			Teaching spaces: Targeted roll-out of GVE remote monitoring in all LTs, remote teaching spaces and new installations	Must Have
FITS			Teaching spaces: Refresh of AV technology	Must Have
FITS			Hardware set-up and support for student registration events	Must Have
FITS			Inventory of PC hardware in SCI laboratories	Must Have
FITS			Staff printing: - Label all printers following naming convention - Create and maintain appropriate printer policies	Must Have
FITS			Populate new risk log for Administrator Rights and complete a review for each case	Must Have
FITS			Create 5 year IT procurement plans for all faculties and departments	Must Have
FITS			System Admin: BAU and work on distinct branded online entities and data storage, classroom technology resourcing	Must have
FITS			Support for AMA students TV studio and edit suites	Must have
FITS			Digital signage support	Must have
FITS			Management Information: database reporting uptake of digtal delivery, access, interaction and assessment and reading lists	Must have
FITS			Digital humanities for HUM students (assessment)	Must have
FITS			Technology enhanced learning: Support for TEL projects to develop models of blended delivery (special focus on flipped delivery and newly available technologies : portfolio, granular content access and synchronous AV online)	Must have
FITS			Online course creation for internal students (eg online postgrad)	Must have
FITS			Online course creation for external students (eg MOOC, Access, CPD, staff training etc)	Must have
FITS			Student IT Areas: Re-image PCs annually	Must Have
FITS			Teaching spaces: Re-image PCs annually	Must Have

Unit	Theme	Srv Name	Activity Name & Description	Priority
FITS			Teaching spaces: Twice a year Preventative Maintenance Visits	Must Have
FITS			Support for clearing event	Must Have
FITS			Enrol UEA Apple devices into DEP and Casper	Must Have
FITS			Preventative IT Support: - remove old/insecure versions of software	Must Have
FITS			Preventative IT Support: - fix failed SCCM clients informed by reports	Must Have
ICT, FITS	Software	Desktop development & support	**Windows 10 and Office 2016:** rollout of Operating System and software to ensure we remain within Microsoft support	Must have
ICT	Software	Desktop development & support	**Campus wide PC alert system:** Request from ARM to review options and costs	Could have
ICT	IT infrastructure, email filestore, etc.	Email	**Email encryption:** Enable the ability to encrypt emails	Must have
ICT	IT infrastructure, email filestore, etc.	Email	**Email SPF:** Currently it is possible for services at UEA and hosted by 3rd parties to be configured to send emails and they appear as legitimate UEA emails, which represents a security risk. Options will be reviewed and implemented	Should have
ICT	IT infrastructure, email filestore, etc.	Email	**Email Spam review:** Since the move to 365 some staff are receiving more spam. Review the options available, costs and benefits of an add-on service.	Should have
ICT	IT infrastructure, email filestore, etc.	Server hosting	**HP SIM replacement:** The product that is used to manage servers is EOL and needs to be replaced	Must have
ICT	IT infrastructure, email filestore, etc.	Server hosting	**SCOM upgrade:** Upgrade to SCOM 2016 and review the feasibility of devolving authoring of monitoring	Should have
ICT	Network and telephony	JANET and offsite connections	**Off-site links:** Tender for a replacement provider. The current contract will end Nov 2017	Must have
ICT	Network and telephony	Campus network	**Inmon:** The server hosting the network monitoring system is EOL and the service needs to be migrated to a new server	Must have
ICT	Network and telephony	Campus network	**Data Centre fabric:** The Data Centre network need to be enhanced to meet the growing needs	Must have

ISD programme of work and projects 2016-17

Unit	Theme	Srv Name	Activity Name & Description	Priority
ICT	Network and telephony	Campus network	**Department router:** replacements	Must have
ICT	Network and telephony	Residences network	**Distribution router:** Residence routers are end-of-life and due for replacement	Must have
ICT	Network and telephony	Wireless network	**Coverage:** Make changes to the wireless network as a result of changes in building usage and usage patterns	Should have
ICT	Network and telephony	Wireless network	**Tender preparation:** **Prepare for replacement of the wireless network** - Supplier tender (Aug 2017) - POC (Aug 2018) - Replacement (2019/20)	Must have
ICT	Research computing	Research computing	**HPC node refresh:** Replace end-of-life HPC nodes	Must have
ICT	Research computing	Research computing	**GPU visualisation service:** Demand has increased for visualisation and tasks are better undertaken with GPU's rather than CPU	Must have
ICT	Research computing	Data storage	**HPC storage:** replacement of the current end-of-life service	Must have
ICT	Research computing	Data storage	**Esarchive:** decommission this end-of-life service	Should have
ICT	Research computing	Research computing	**Service support information**: Much of the information is out of date and needs review	Should have
ICT	Research computing	Desktop development & support	**Linux desktop version:** upgrade to Ubuntu 15.04 LTS. The current version needs to be updated to remain within support	Must have
ICT	Research computing	Desktop development & support	**License server:** Review usage of the FlexLM license server and seek better alternatives	Should have
ICT	Research computing	Research computing	**SVN service:** Review the current service which was setup for researchers and now request are coming from other areas. A more robust solution needs to be sought	Should have
ICT	IT infrastructure, email filestore, etc.	Data Centres	**Alarms and alerts:** Configure the Tonn/BMS interface. This is used to provide critical remote Data Centre alarms on temperature and humidity	Should have
ICT	IT infrastructure, email filestore, etc.	Data Centres	**Alarms and alerts:** Configure the interface to the new power change over panel (Deapsea unit)	Must have

Unit	Theme	Srv Name	Activity Name & Description	Priority
ICT	IT infrastructure, email filestore, etc.	Data Centres	**Data Centre DC/BC plans and documentation**: Review and update to ensure essential documentation is up to date	Should have
ICT	IT infrastructure, email filestore, etc.	Data Centres	**Review Data Centre risk assessments**: Review and ensure Data Centre risks have been identified and risk assessments are in place and up to date.	Must have
ICT	IT infrastructure, email filestore, etc.	Data Centres	**Rack PDU repairs: Plan and execute essential repairs to faulty Data Centre rack PDU's (power distribution units)**, working with system owners and contractor.	Must have
LIB	Development	Library facilities (S01-40)	Library building improvements planning	Must have
LIB	Operations	Library Helpdesk (S03-75)	Front-of-house staffed hours standardising	Must have
LIB	Operations	Welcome and Security Desk (S03-41)	24/7 New contract	Must have
LIB	Operations	Library Collections & Resources (S01-38); Library services for academics (S01-42); Library services for researchers (S01-43); Information Skills Training (Library) (S01-29)	Induct new Academic Engagement Librarians + cover. Review Faculty Librarian/Info Skills Librarian workloads / distribution of work.	Must have
LIB	Operations	Library facilities (S01-40)	Review new room booking system	Must have
LIB	Development	Digital repository (S08-18); Library services for academics (S01-42) and Library services for researchers (S01-43)	Complete PURE/Eprints specification	Must have
LIB	Development	Library catalogue and search tools (S01-38)	Complete Aleph PLIF to MIM specification	Must have
LIB	Operations	Archives and Special Collections (S01-10)	Archives space management	Must have
LIB	Development	Archives and Special Collections (S01-10)	Archives project embedding & sustainability drive	Must have
LIB	Development	Library catalogue and search tools (S01-38)	Scope Renewals and recalls improvements (including user-initiated recalls); scope increasing PG loan limits	Must have

Unit	Theme	Srv Name	Activity Name & Description	Priority
LIB	Software		Library fines epayments - Part 1: Consider incorporating as part of wider e-payments system bringing together several options into one portal. Part 2: technical implementation with CIS if specification agreed; Part 3: Aleph scoping	Should Have
LIB	Operations		Agree local e-book purchase guidelines to maximise ROI in purchase choices.	Must have
LIB	Development	Web (Liferay) (S08-70)	Library landing page update to focus on action rather than information/organisational structure. Consider potential benefits of incorporating chat software / faq database.	Should Have
LIB	Operations	Library collections & resources	Oasis book ordering (technical proof of concept)	Could Have
LIB	Development	Library collections & resources	Investigate value and authentication options to enable e-resources for alumni where licenses permit.	Could Have
LIB	Software	Campus cards & user account administration (S03-7)	Finish technical work for Weigand data to Aleph	Should Have
SPC	Information Security	Information Security	Via tendering process identify infosec activities for which we will require the services of external consultants and select a supplier for the provision of those services. Services will include external audits and compliance checks, as well as help with investigations, and advice and training on IT security matters for which we do not have in house expertise.	Should Have