

ISC16D010

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Issue

The paper summaries the activity taken place within the ISD programme of work and projects in the academic year 2015/16.

Recommendation

The recipients are asked to note the report.

Resource Implications

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

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 CIS Board and is informed by the current Library and IT Strategies.

Discussion

This paper provides a summary of the activity in the programme of work for ISD during academic year 2015/16. The programme of work is comprised of a number of projects and a number of departmental level developments.

Corporate Information Services

CIS have been involved in several projects over the last year, successfully completing projects in areas such as enterprise wide reporting, e-marking, post and portering system and campus card system updates.

The enterprise wide reporting project has now been completed with the new reporting tool tableau in place across the University and all previous reports migrated across to the new platform. The previous reporting system has also been decommissioned.

A project to introduce a post and porting system is awaiting project closure/review with the system now allowing post to be delivered to staff and students across campus.

The work to upgrade the campus card system and all readers across campus has been completed, with work continuing between IT Service Desk and Estates on the renewal of Campus Cards.

Work continues into next year on several projects including the replacement of SPOT with a new Identity Management System called MIM. The new product (MIM) is now parallel running with SPOT over the start of year period. This allows us to identify any configuration issues or data / rule issues without impacting on live users. Additional work will take place in 2016/17 to migrate group rules and to design and build data feeds to specific systems.

CIS have contributed to the PCI project with its Web Tier used by systems such as Kinetics, Netcommunity and SITS now all in a secure zone with appropriate logging and scans enabled. It is envisaged that work to secure systems further will continue into 2016/17 POW.

One of the Key projects being run by CIS is the web stability project, with the initial stage completed to setup a fresh installation of Liferay and migrate any content relating to clearing to that new system. Work will continue into 2016/17 with additional content design and migration.

During 2015/16 CIS implemented a new online payment system called WPM. A new online store has been introduced which is now being used to sell items for conferences, short courses, and other UEA products. Several key systems are now accepting payments via WPM which include SITS (Fees and Accommodation), Student Printing and Commercial invoices. Work will continue into 2016/17 POW with the introduction of paying for Library fines, payments for B&B at Broadview Lodge and investigation into recurrent card payments.

As part of the ITIL project a new IT Service Desk Management System has been introduced. This is providing a more user friendly service desk system for reporting and managing problems.

The Online Marking project has successfully completed a soft launch of the automated grades journey.

At the May 2016 CIS Board, a paper on issues around Research Systems was presented and resource availability was identified as the key contributor to slow progress on improvements to research systems. Additional resource has now been approved and we are in the process of advertising for one business analyst and three system developers.

In addition to working on 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.
 - **Status:** Continued into the new POW, due to go live October 2016.
- Work has been completed for a soft launch of electronic marking functionality which allows assessment data to be passed from SITS to Blackboard and submission and mark data to be passed back.
 - **Status:** Initial developments complete, further work scheduled to support the live service during this POW.
- Developments to allow for changes to the management of winter graduation.
 - **Status:** Complete
- Developments relating to PGR student management.
 - **Status:** Complete
- Developments to allow for improved functionality of ad hoc room booking, including improvements to usability, access for students to use if within defined rules and increased room stock (e.g. Library rooms).
 - **Status:** Complete
- Developments to allow for an automatic attendance monitoring pilot to be completed during SEM2 2015/6. This pilot has been completed and review is scheduled during the new POW to understand its success and plan next steps.
 - **Status:** Complete
- Electronic Assessment in Practice project has been run to identify what requirements the university has in this area and what products might meet these. An extended pilot has been agreed to continue through 2016/7 of MyKnowledgeMap, as well as a new pilot of the newly purchased Blackboard functionality.
 - **Status:** Ongoing
- Development for registration and start of year have been completed.
 - **Status:** Complete
- Standard business as usual work to support the clearing and confirmation processes has been completed.
 - **Status:** Complete

Web

- Formalisation of the web stability project
 - Creation of new instance of Liferay and migration of necessary content to support clearing
 - Fault resolution on people pages
 - Currently in stage 1.5, scoping the next stage of work

Identity Management

- Improved Blackboard feeds to support electronic marking
- Improved Library feeds to support Single Sign On
- Configuration of additional services to allow Single Sign On
- Ongoing SPOT replacement project work, including parallel run of SPOT and MIM during start of year
- Initial work to specify some of the development work required for the car park replacement project which will be implemented through the next POW

Operations Team

- **Application Upgrades** – Upgrades of Pure, ABW, Kinetics, Raisers Edge, Netcommunity and Tableau.
Status – Upgrades for Kinetics, Raiser’s Edge, Net community and Tableau are complete. The Pure upgrade is scheduled for completion in October 2016 whilst the ABW upgrade is scheduled for completion in March 2017.
- **Management Information for Research** – Provision of applications data
Status - In Progress. Additional data has been requested and provided in the Test Pure Interfaces database. Once testing has been completed and these new fields have been signed off, the new data feeds will be migrated to the production databases.
- **New interfaces between** - Kinetics and ABW, SITS and Blackboard, MyIP and Pure
- **Status** – Interfaces between SITS and Blackboard have been completed. Interface between Kinetics and ABW is in development whilst the new interface between MyIP and Pure has been amalgamated into a new REN project.
- **PCI and Security Project** - Tasks allocated to CIS by the PCI and Security project.
Status – A new project schedule with an increased scope has been developed. CCIS Operations has committed one and half FTE to delivering changes required by the 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.
Status – Discoverer has been successfully decommissioned and replaced with Tableau Enterprise Reporting. Tableau is now being widely used across the campus and was used to support the Assessment Board process in June and July.
- **Routine End of Year tasks** – SITS, Kinetics, Raisers Edge, Data Warehouse
Status – Completed
- **Migration of Estates BMS to centrally managed servers**
Status – Progressing. Two new servers have been purchased and commissioned. The software is currently being installed and this task is scheduled for completion in October.
- **Implementation of FSI GO** - An Estates System task management system for their engineers.
Status – Implementation has been delayed whilst the Estates department recruited a new systems manager.

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 that were 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 the work was completed as planned however staff vacancies and changes within the Data Centre, Networking and Research and Specialist Computing teams did cause some delays. The planned work on reviewing the WiFi service and replacing the boundary routers needed to be carried forward to next year due to those staff vacancies.

Key POW items

- **Major HPC refresh**
Status: Completed
The contract was awarded to OCF. The first phase of equipment purchase was completed in April and the second phase by August.
- **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 went live in April.
- **Office 2016 upgrade**
Status: Completed
Development is completed and the software is being rolled out with Windows 10.
Windows 10 upgrade
- **Status:** Ongoing
Development work is complete and all new desktop and laptop machines now come shipped with Windows 10 by default. Work to complete the rollout to existing equipment is within the 2016-17 POW. It has not been possible to install Windows 10 on machines within PC labs as a problem with the Operating system causes unacceptable delays in login times. Together with other HEI's we are lobbying Microsoft for a solution. Microsoft's development model for Windows 10 will result in regular updates to functionality and also means that work to support this operating system has an impact on supporting infrastructure. This is being factored in to work plans.
- **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 funded
The funding for this development will be flagged within the Digital strategy work.
- **Further Mac support and backup infrastructure**
Status: Ongoing
The Time Machine configuration is now finalised and working, delays were experienced while JAMF Software (Casper) and Apple were investigating issues. A pilot service is now running prior to rollout of the service at the end of October.

Interlending review

The pilot for a revised inter-lending service has proven successful. Highlights from pilot:

- A greater number of requested are now fulfilled within two days (34% in March 2016 over 13% in March 2015).
- An improved success rate for requests (95% fulfilment rate in March 2016. For wider context the overall average fulfilment rate across November 2014 to November 2015 was only 63%)
- Expanded options for digital delivery of resources in line with the Library's new 'digital first' policy.

The pilot will move to service in 2016/17 Programme of Work where it will also be coupled with an initiative to embed interlending request 'buttons' in the SFX link resolver options. For users, this means that when full text material is unavailable, an interlending option will appear instead.

Library 24/7 Opening Hours Tender

A new third party security and concierge provider, Broadland Guarding Services, started on 1st September 2016 following a competitive tender.

Library facilities: Review of hours of support

New staff structures and rotas in place from 5th September 2016. This has increased the level of service available to library users at weekends and early evenings throughout the year. In addition, it is worth noting that Library Helpdesk and IT Service Desk hours are now aligned.

Implement online room bookings

An enhanced room booking service was implemented over the summer which will hopefully reduce some of the concerns of the previous online system. This will be kept under review in 2016/17 to see how it works in practice.

Postgraduate spaces review

Following feedback from the Postgraduate spaces review, we made a bid to the UEA Alumni Fund for further furniture and additional PCs to maximise occupancy of these areas but the bid was unsuccessful. In the absence of other funding sources, we will try again next year.

We have made 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

We continue to follow the steer of the Reading Lists Project Board which is to push self-service and promote adoption organically. This will be the most sustainable approach for the medium to long term in the absence of long-term dedicated staff resource for the library to do the work. As we move to a more self-service model, take-up for 2016/17 is down from the levels achieved in 2015/16 when additional resource was provided for library staff to create lists for academics.

As a contingency, 2015/16 lists that academics have not 'rolled over' to 2016/17 will still remain available for users via the Reading Lists interface on the library website, though not via Blackboard.

A policy to require the submission of all reading lists via the Library was agreed by LTC in June and, though strongly recommending it, the proposal did not include a *mandate* for academics to use the Talis Reading Lists software.

Stop print journal cataloguing for journal packages: Setup SFX link resolver to populate library catalogue records for journal packages

This was a technical piece of work to automate time consuming manual processes when managing our digital library.

MARC catalogue record files for newly purchased collections/packages are now retrieved from the SFX MARCIt service and bulk loaded into Aleph. Previously, the team had manually import records one at a time. Some packages consisted of thousands of titles and could take weeks or even months to complete.

For users this means that catalogue records are loaded, and discoverable, within days rather than weeks or months. As MARCIt uses SFX for its linking, authentication can also be embedded to give the user a seamless, WAYFless (single sign on) experience. The backlog of e-journal package/collection cataloguing was cleared using MARCIt.

E-books: completion of bulk cataloguing setup

This was another technical piece of work to automate time consuming manual processes when managing our digital library. MARC records are automatically retrieved and loaded into the library catalogue daily. Previously, the team had to login to separate platforms to retrieve the MARC files then manually import records one at a time. Some packages consisted of thousands of titles and could take weeks or even months to complete.

For users the benefits are that catalogue records are loaded, and discoverable, within days rather than weeks or months.

Research web presence enhancement

This activity identified some gaps in current provision and will be informing work on the Library web site scheduled for the 2016/17 Programme of Work.

Library space

Business Case for Extension Toilets: minor works. A business case was included as part of a wider option appraisal for library expansion and will be used to inform future business cases as appropriate. An Estates Building Audit has since taken place as part of the wider Estates strategy and the toilet provision issues noted.

Business case for Floor 02 reconfiguration: including rolling stack. A business case was included as part of a wider option appraisal for library expansion and will be used to inform future business cases as appropriate. A 'Rolling Stack initiative' is the next step we need funds for in order to provide an additional 150-200 study spaces in the Library. A Social Learning Café initiative with the Lecture Theatre also continues to be explored. This is needed to address ongoing issues of lack of access to food and drink.

Annual fund bid for charging station for mobile devices in Library

Following student feedback about lack of access to power sockets, we made a case for mobile/ laptop charging station to the Annual Fund. This was unsuccessful in comparison to other bids but we have been invited to bid again in future years.

Single-sign on.

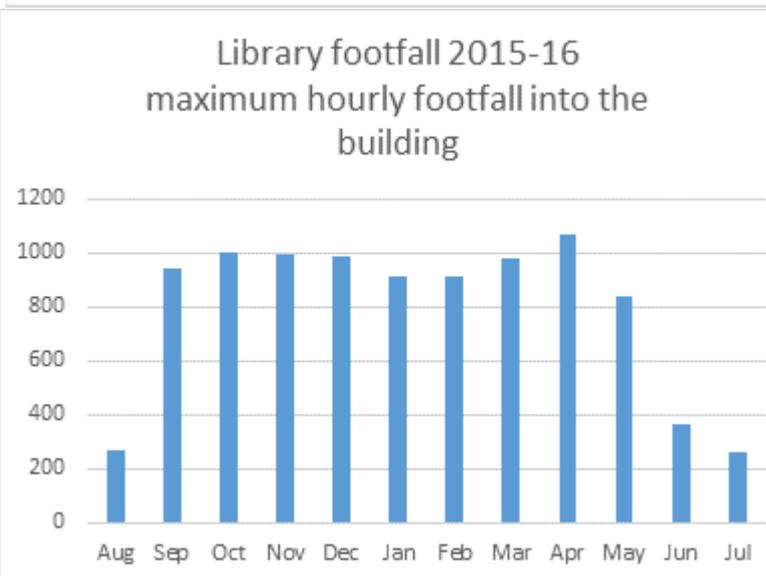
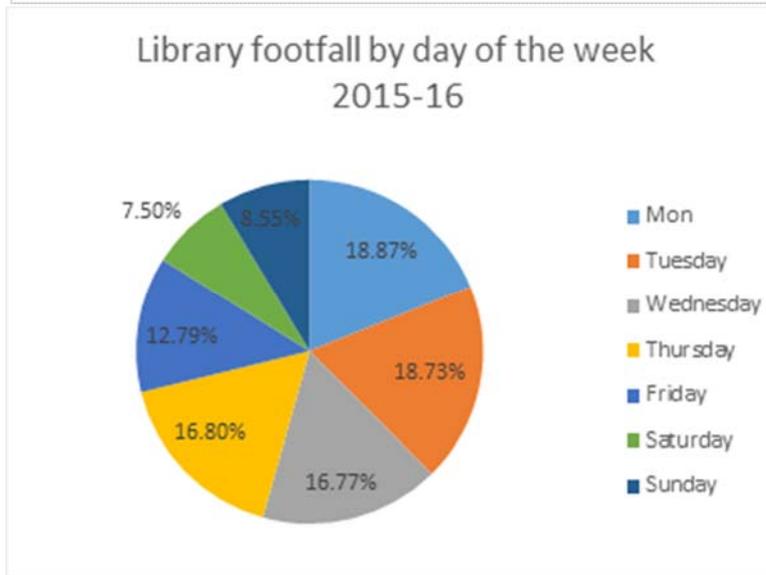
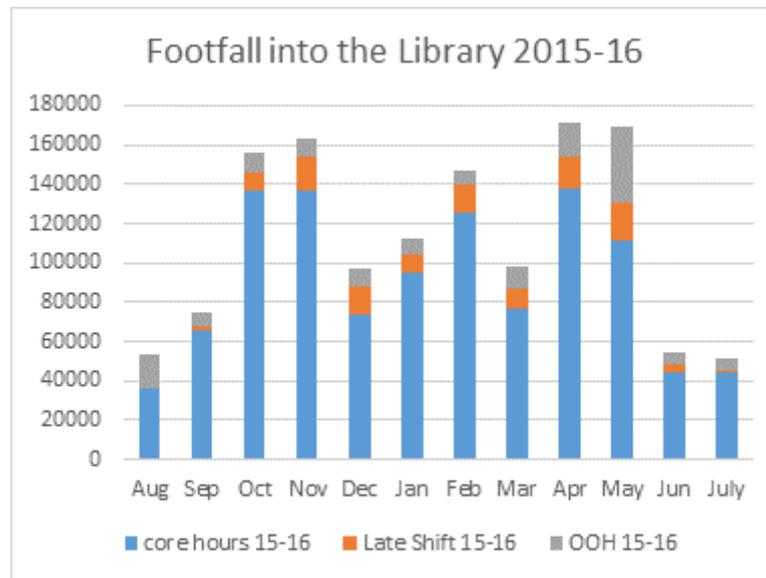
The Library has completed work with CIS to clean up data in the library system to enable users to be able to move seamlessly between their library account and library services without being challenged to log in twice.

Digital Literacy Programmes

This has now become the 'Library Online Induction' Project and continues into 2016/17 Programme of Work.

Library activity – key statistics

- Occupancy figures for the 2015-16 academic year for the building show a year on year increase of 6.1 %, from an average headcount of 646 to 686 based on benchmarked sample days.
- Footfall into the Library building for the 2015-16 academic year totalled 1.35 million, a marginal 2% year-on-year fall. However the exceptional 6 day closure of the Library building during the 2015-16 Christmas vacation may well have contributed to some of this difference.
- We have analysed the footfall figures to better understand the peaks and troughs in the demands placed on the building and its services & facilities.
 - Throughout the main teaching period, around 1000 individuals an hour enter the building at our busiest time of day.
 - We are busiest outside of our core staffed hours during April and May, during the main university examination period
 - We are busier on Mondays and Tuesdays, despite Thursday being the main day for assignment submissions



- During the 2015-16 examination 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 Library were 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) and results displayed to students to

indicate where they were most likely to be able to find the kind of study space they require. We will be continuing this monitoring during peak times in 2016-17.

SITS weeks	Term Weeks	2015-16	Maximum Occupancy						
			Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
36	Easter Vac	4 - 10 Apr							n/a
37	10	11 - 17 apr							n/a
38	11	18 - 24 Apr							
39	12	25 Apr - 1 May						n/a	n/a
40	13	2 - 8 May	n/a						
41	Assessment	9 -15 May							
42	Assessment	16 -22 May							
43	Assessment	23 - 29 May							
44	Assessment	30 May - 5 Jun							
45	Assessment	6 - 12 Jun							

Archives

The Faculty has built in funding for the Project Archivist post into Faculty Finance Plans to cover an additional five years following the initial success of the British Archive For Contemporary Writing project and its aim to embed itself firmly into the core teaching and research activities of HUM.

The appointment of Jos Smith (Environmental Humanities) to the ATR post in Contemporary Literature (LDC)/ British Archive for Contemporary Writing has been confirmed. This is a particularly strong match for the BACW's Nature Writing collections and presents significant opportunities to further embed the archive more generally within research, teaching and other initiatives.

Admissions: The BACW has been filmed as part of a feature within a new LDC Admissions film, to be available to prospective students shortly.

Collections: The launch of the Mark Cocker Archive took place on 20 July with media coverage on social media and a feature in the Eastern Daily Press. Similarly the Charlie Higson Archive (*Fast Show* and *Young Bond*) was announced at the Norwich Festival in September and again received strong press coverage.

Strategy, Policy and Compliance

Over the last year, 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:** TBC. The design work is complete, but assistance from DIT is required complete the work. This has taken a lower priority than the rework of Liferay through 2015/16.
- 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. Work on the web pages has started, and will be completed around the change freezes. The data sharing training course is advertised in the CSED brochure - <https://portal.uea.ac.uk/csed/csed-programme-2016-2017/personal-professional-development-3#sharepd> – and is due to be first run on 1 Nov 2016.
- 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. The work to create a network of DP contacts is complete with only few areas still to offer names.
- We are reviewing and updating privacy notices for staff and creating a new one covering alumni.
 - **Status:** Complete. 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 available from <https://portal.uea.ac.uk/information-services/strategy-planning-and-compliance/regulations-and-policies/information-regulations-and-policies/data-protection/alumni>.
- Print Services have settled well into their new location following the move during summer 2015, and successfully passed through their two busiest times of the year: September and January.
 - **Status:** Complete.
- Information security is working through a major project (reported separately) to improve security. An Information Security Analyst post was filled to increase the size of the team and to operate the monitoring systems the project is delivering on.
 - **Status:** See project update