INFORMATION STRATEGY AND SERVICES COMMITTEE

UEA
University of East Anglia

Minutes of the meeting held on 14 June 2016

Present: Pro-Vice-Chancellor Research (Professor Dave Petley) (in the Chair), Executive Dean of Faculty or nominated representative (Dr M. Sillence (HUM), Professor J. Collier (SSF), Mr S. Chapman (FMH)), Director of Information Services (Mr J. Colam-French) (ISD), Convenor of ICT Forum (Professor D. Stevens), Chair of ISD Education Board (Mrs H. Gillespie), Chair of Library Forum (Professor S. Connolly), and Directors of University Services (Dr A. Blanchflower, Mrs A. Bingley), Dr Jon Carter (RED).

In Attendance: Giles Whattam (ARM)

With: Mr R. Scott (Secretary)

Apologies: Pro-Vice-Chancellor Academic (Professor N. Ward), Executive Dean of Faculty (Professor Y. Tasker (HUM), Professor D. Edwards (FMH), Dr B. Milner (SCI)), Academic Director of Taught Programmes (Dr A. Longcroft), Director of University Services (Ms H. Lewis), Undergraduate Education Officer of the UUEAS (Mr C. Rand), Ms Chloe Alexander (UUEAS).

36.   MINUTES

      Confirmed
            the Minutes of the meeting held on 9 February 2016.

37.   MATTERS ARISING FROM THE MINUTES

      (A copy is filed in the Minute Book, ref. ISC15D026)

38.   STATEMENTS BY THE CHAIR

      1.   The Chair noted that this was the last meeting of ISSC for this academic year. He thanked everyone for the effort they had put in during the year.

      2.   It was noted that the matter of an extension to the Library building is now appearing in campus development plans. When discussed by the Committee in February, the Library building was not included in those plans.

39.   UEA DIGITAL STRATEGY DEVELOPMENT

      Considered and commented on
            a document describing the approach to the development for a digital strategy for the University. (A copy is filed in the Minute Book, ref. ISC15D027)

      1)   The development of a digital strategy has previously been discussed at ET-P. The aim is to implement the work identified in the UEA Plan in a similar way to that for the EST estate plan.

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2) Thirty years is too long to plan for IT development changes, and so the strategy will focus on the next 5 years with guidance on decisions to be taken within 10 years.

3) The next stage in the development of the strategy will look into deciding how different solutions (such as e:Vision, the website, online courses for staff CPD) are accommodated within the strategy strands.

4) A post to lead on the development of the strategy is currently being advertised. Once appointed, over the first year the strategy will be developed, and following that the financial plan and tactical plan for its implementation.

5) Presently, two members of the project board have been identified. The Director of Information Services will be joined by Prof Dave Petley who will chair the board. The board will ensure that external consultants are directed to the correct people.

6) The longer term view on the development of the website will sit within the digital strategy. This will include the work of the online teaching working group, as well as other uses for the website. As there are multiple uses for the web, we should map them out in a matrix.

7) The digital strategy should take into account the University's work with external partners such as Eastern ARC and the Doctoral Training Partnership who may have their own strategies.

40.   REVIEW OF IT SUPPORT CHANGES AND ADOPTION OF ITIL

Considered and commented on
a document describing changes to IT support made in the last year and the adoption of ITIL. (A copy is filed in the Minute Book, ref. ISC15D028)

1) The paper offered to the committee provided a summary of support calls and issues with PC support, and how ISD is planning to address them moving forward.

2) Concern was expressed about the size of the PC delivery backlog (reported as around 700 machines) and the need to fulfil all those orders before financial year end at the end of July. Some orders had been placed well in advance of this deadline.

3) ISD has been reviewing the level of service offered under the new managed service offered by DTP during their first year of operation with the University. An SLA was not put into the tender, but ISD is building an SLA into the contract.

4) DTP will put three technicians onsite for 4 days a week to speed up installations, this will reduce to 1 technician full time from September.

5) Concern was also expressed about the quality of record keeping by technicians. Records of machine locations are not being kept up to date. Accurate records are needed to know which machines need to be replaced when they get old, and where those machines are located.

6) There should be regular reporting of IT support management information to the Committee. This would allow members to report back good news to their areas on response times and the nature of queries received. A new ITSM will go live over the summer, and this will allow for better reporting on support activities, though not for the next ISSC meeting.

Action: Director of Information Services is to follow up on the current status of PC order and deliveries, and as year-end is only seven weeks away report back to the Committee Chair by email.

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Action: Director of Information Services to provide regular reports on IT support activity starting with the Spring 2017 meeting.

*41.   IT SECURITY PROJECT UPDATE

This minute is confidential and attached as a separate sheet.

42.   READING ONLINE RECOMMENDATION

Considered and approved
    a recommendation from the Reading Online project board. (A copy is filed in the Minute Book, ref. ISC15D030)

1) It was acknowledged that final decision on the paper rests with LTC and that ISSC have been invited to comment on the paper.
2) Current views on reading lists vary widely from not appreciating the point of them to expecting them to be mandated for all modules.
3) A background driver for adopting the recommendation is the need to assure ourselves we are holding copyright compliant materials in Blackboard.
4) Where a reading list is to be provided, the easiest way to do this is through Talis.
5) Some users will find it difficult to adjust to using the new system.
6) There is a concern that students will not develop bibliographic searching skills if all their materials are provided for them through reading lists. Students however are expected to read around their subject and reading should not be limited to the material provided through the reading list.
7) The lack of reading lists as preparatory materials for new students prior to their arrival at UEA is a problem which Talis can help with.
8) While it was appreciated that our systems would work better with more integration and a single source of information for modules including reading lists, we are not there yet, though this work has been assigned a priority in the SITS POW.
9) **ISSC *supports* the preferred route for reading list submission via Talis Aspire as described in the policy Para 1.2, with the additional option as in Para 1.3.**

*43.   MANAGING WEBSITE CONTENT

This minute is confidential and attached as a separate sheet.

44.   UPDATE TO WEBSITE STABILITY AND PEOPLE PAGES

Received
    reports on the website and people pages. (A copy is filed in the Minute Book, ref. ISC15D043)

1) RED wished to have it noted that the statement in the report on people pages regarding almost all issues being due to the quality of the data [p.4] was not correct. Only some of the issues are due to data quality.

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2) It was noted that in one department it was not possible to update people pages with the member of staff's office hours. Students had to be directed to the local support office to collect this information.
3) *Further comments on website stability are recorded under the discussion of the website governance paper under confidential minute 43.*

45. <u>GDPR BRIEFING PAPER</u>

Considered and commented on
a brief introduction to the General Data Protection Regulation – new legislation replacing the DPA by May 2018 (A copy is filed in the Minute Book, ref. ISC15D032).

1) The EU Parliament has approved new data protection legislation. We have two years to prepare for its implementation before it will apply.
2) ISD is in the process of identifying pieces of work for its POW, and is still to work through how this piece of work will be approached.
3) ISD has also prepared a short 20 min presentation on GDPR which can be taken to department meetings.
4) REN noted that they would need to understand the impact of GDPR on three year contracts which they are signing now.

Action: The Director of Information Services should present the GDPR briefing paper to ET-P.

Action: The GDPR presentation should be published on the website.

Action: ISD should provide a GDPR presentation to REN.

46. <u>AMENDMENT TO EMAIL DISPLAY NAME</u>

Considered and commented on
options to change the email display name. (A copy is filed in the Minute Book, ref. ISC15D033)

1) UEA currently shows a three letter department acronym in brackets after the name as part of our email display name.
2) These three letters do not mean anything to anyone outside UEA.
3) Samples of emails received from other institutions by Committee members just show the writer's name. None has additional codes after the name.
4) The department acronym is useful in helping to tell people apart, especially where they have the same name.
5) The matter was discussed at the IT Forum, but no consensus was reached.
6) **The Committee *agreed* to approve Option 1, which is remove all distinguishing items and just display the user's name.**

47. <u>COLLECTION DEVELOPMENT AND RELEGATION PROJECT PLAN AND PROGRESS REPORT</u>

Received
an update on the development of the Library collections. (A copy is filed in the Minute Book, ref. ISC15D034)

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48. CONDITIONS OF COMPUTER USE

Received
annual review of the Conditions of Computer Use (A copy is filed in the Minute Book, ref. ISC15D035).

49. LIBRARY RULES

Received
annual review of the Library Rules (A copy is filed in the Minute Book, ref. ISC15D036).

50. IT SUPPORT IN TEACHING SPACES

Received
a proposal for management of IT support in teaching spaces (A copy is filed in the Minute Book, ref. ISC15D037).

51. PCI SECURITY POLICY UPDATE

Received
updated PCI security policies reflecting changes introduced by the PCI SSC in the new 3.2 version of the DSS released in April. (A copy is filed in the Minute Book, ref. ISC15D038).

52. PATCH MANAGEMENT

Received
a description of ISD's approach to patching IT systems including identification of embargo periods. (A copy is filed in the Minute Book, ref. ISC15D039).

53. FUNDING REQUEST OUTCOME

Considered and commented on
the outcome of the requests for additional funding put to the committee at their February meeting. (A copy is filed in the Minute Book, ref. ISC15D040)

54. ISD PROJECTS UPDATE 15/16

Received
an update report on projects in the ISD Programme of Work 15/16. (A copy is filed in the Minute Book, ref. ISC15D041)

55. ISD PROGRAMME OF WORK UPDATE 15/16

Received
an update report on the ISD Programme of Work 15/16. (A copy is filed in the Minute Book, ref. ISC15D042).

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56.   REPORTS AND MINUTES OF ISD ADVISORY FORA AND BOARDS

- Papers and draft minutes (to follow once approved by the chair) from the IT Forum 25 May 2016 will be available from: https://intranet.uea.ac.uk/is/committees#ITCF

- Papers and draft minutes (to follow once approved by the chair) from the Library Forum 16 May 2016 will be available from: https://intranet.uea.ac.uk/is/committees/llr-forum

- The Research Board did not meet in May. Papers from previous meetings are available from: https://intranet.uea.ac.uk/is/committees/research-board

- Papers and draft minutes (to follow once approved by the chair) from the Education Board 26 May 2016 will be available from: https://intranet.uea.ac.uk/is/committees/education-board

- Papers and draft minutes (to follow once approved by the chair) from the Corporate Information Services Board 24 May 2016 will be available from: https://intranet.uea.ac.uk/is/committees/corp-info-services-board

57.   DATES OF MEETINGS

Reported
    that the meetings of the Committee for 2016-17 had been scheduled for:

    Tuesday 18 October 2016 (2pm)
    Tuesday 31 January 2017 (2pm)
    Tuesday 13 June 2017 (2pm)